Defense Health Agency

Electronic Prescribing (eRx) Training

DHCS DEPLOYMENT OPERATIONS

eRx Training Agenda

- **eRx workflow overview** – Review the two methods by which an eRx becomes a prescription in Composite Health Care System (CHCS): auto-creation and user validation.
- **Accessing the eRx Holding Queue** – Describe the two menu paths to access the eRx Holding Queue.
- **eRx Holding Queue Functionality** – Discuss the Inquiry, Search, sOrt, Remove and Error actions.
- **Validate Action** – Validate an eRx in the Holding Queue by reviewing, editing (if needed) and filing the eRx Patient, Drug, Provider and associated parameters to subsequently form a CHCS prescription.
- **eRx Reports** – Review the functionality of the various eRx reports.

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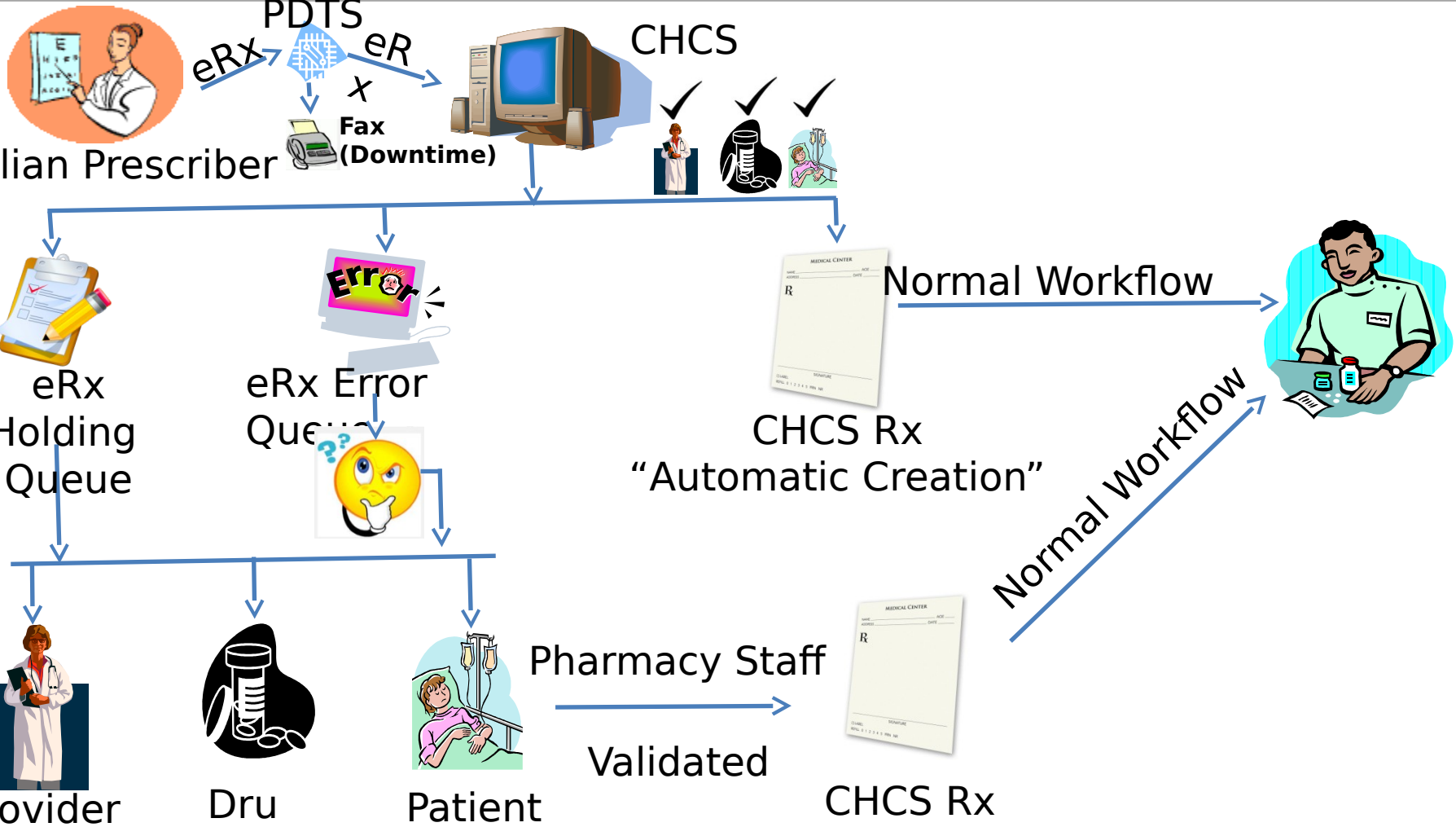
eRx Workflow Overview

Primary Intent: to allow civilian prescribers to electronically transmit prescriptions to the Military Treatment Facility for dispensing, increasing safety through the reduction of transcription errors due to illegible handwritten prescriptions.

Note: Implementation of the eRx functionality within CHCS does not change user accounts or roles and responsibilities.

eRx Training – Process Overview

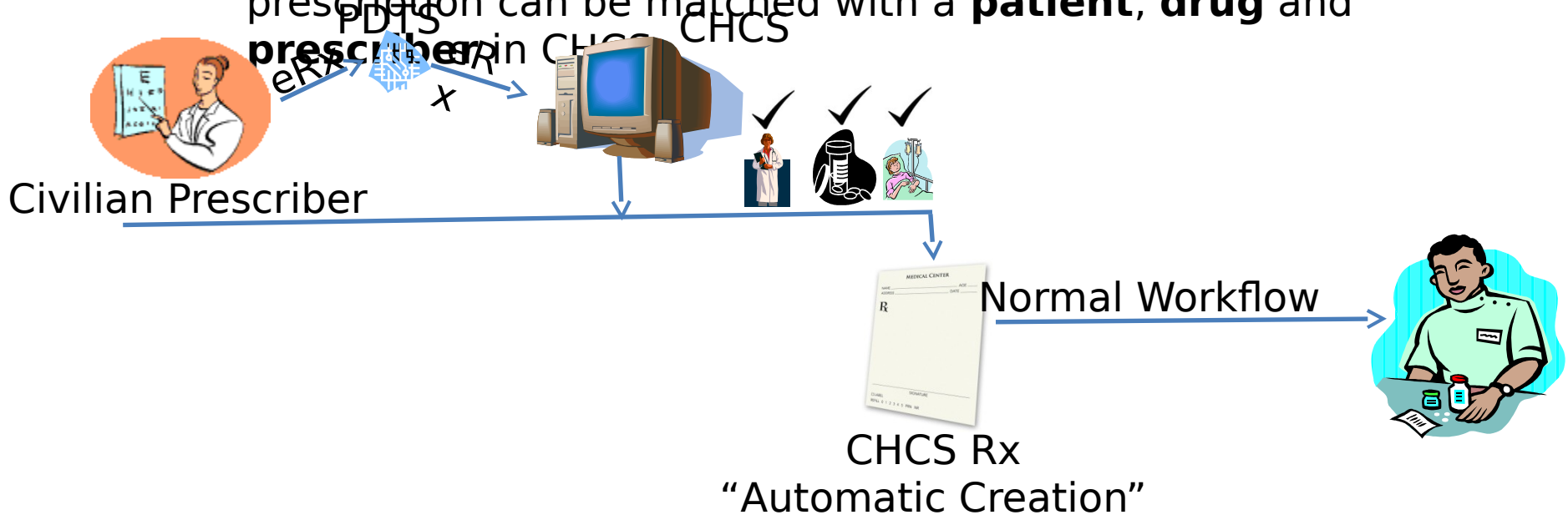


eRx Training - Work Flow

eRx Workflow – In Depth

Automatic Creation of a prescription within CHCS from an eRx.

- A prescription in CHCS is auto-created when the **patient**, **drug** and **prescriber** associated with the incoming e-prescription can be matched with a **patient**, **drug** and **prescriber** in CHCS.



Business Rules for matching of eRx information

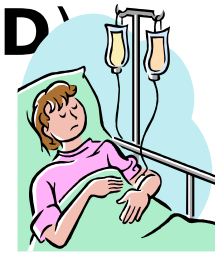
Auto-population and matching of CHCS **Patient** information requires:

The **first and last name**, **Date of Birth**, and **Gender** must match along with one of the following identifiers:

a. Department of Defense identifier (**DoD ID**)

b. Patient's Social Security number (**SSN**)

c. **Street address**, **city**, **state**, and **zip code**.



Patient

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Business Rules for auto matching of eRx information

Drug

Auto-population and matching of CHCS **Drug** information requires:

a. A valid **National Drug Code** (NDC) must be received with the eRx:

b. The NDC must be associated with a First DataBank **GCNSEQNO**

c. The GCNSEQNO from the drug's NDC number in the eRx must match to an associated NDC in the CHCS drug file and the CHCS drug must:

1. Be **marked as formulary** in the receiving outpatient site's drug file.
2. **Not** be marked for **Inpatient use only**.
3. **Not** be marked as a **compound** medication (manufactured in pharmacy).
4. **Not** be marked as an **investigational** drug.
5. **Not** be designated as a **controlled** medication (DEA schedule 1-5).
6. **Not** be classified as a **medical supply** by First DataBank.

Business Rules for auto matching of eRx information

Auto-population & matching of CHCS **Provider** information requires:

a. The Drug Enforcement Agency (**DEA**) number of the ordering provider is unique and matches a provider in CHCS

b. The **NPI** of the ordering provider is unique and matches a provider in CHCS

c. The **License number** of the ordering provider is unique and matches a provider in CHCS

Provider

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Business Rules for auto creation of a CHCS prescription from an eRx

Additional requirements for CHCS prescription automatic creation to occur (in addition to the aforementioned patient, drug, and prescriber requirements):

a. The eRx must not be designated Dispense as Written (**DAW**).
b. The values within the eRx does not exceed local maximum values defined for **days supply**, **quantity** or **refills** within the outpatient site's formulary group.
c. The prescriber has designated the prescription to be refilled as needed (**PRN**).
d. The patient must have a completed registration.
e. The prescriber must not be inactive within CHCS.
f. The prescription number range must be defined for the medication class (legend vs. controlled substance).

eRx Training

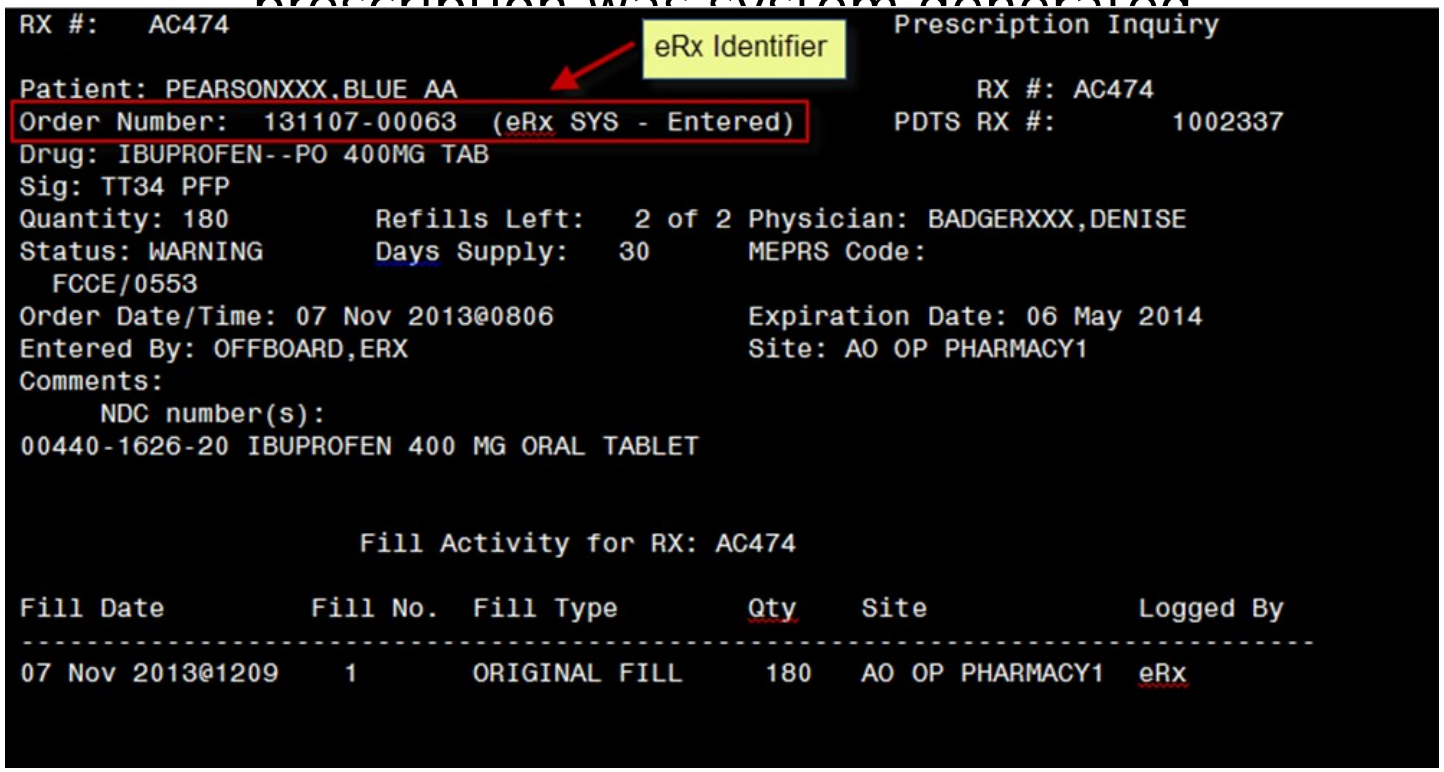
e-Prescription Processing Automatic Creation

When the patient, drug, provider, and additional matching criteria are successfully met in CHCS per the aforementioned business rules, a CHCS prescription will be automatically created and placed in either warning or suspense status within the patient's CHCS prescription profile.

```
                    ***** QQQZZ,LABMAP HUSBAND *****

FMP/SSN: 20/7711              Age: 64y       Sex: MALE      Rank: NE6
DoD ID:
Allergies:
Pharmacy Comment: NONE

Ht(in): Wt(lb):
SrCr(mg/dl):35 (Jan 2013) CrCL(ml/min): BSA(m2):
                                    TYPE
--------------------------------A L L  M E D S--------------------------------

No.  RX #         DRUG                              STATUS  QTY   FILL DATE    REF LEFT
-------------------------------------------------------------------------------------
1)   EB6000014   EXENATIDE--SQ 5MCG/0.02ML SYRN     F       2     Suspense     1 of   1
2)   EB6000015   FLUOXETINE (PROZAC BRAND)--PO      F      30     Suspense     1 of   1
3)   EB6000016   FLUOXETINE (PROZAC BRAND)--PO      W      90     Suspense     2 of   2
4)   EB6000017   EXENATIDE--SQ 5MCG/0.02ML SYRN     W       2     Suspense     1 of   1
5)   EB6000052   EXENATIDE--SQ 5MCG/0.02ML SYRN     W       2     Suspense     1 of   1
6)   EB6000053   FLUOXETINE (PROZAC BRAND)--PO      W      30     Suspense     1 of   1
```

eRx Training
e-Prescription Processing Automatic Creation

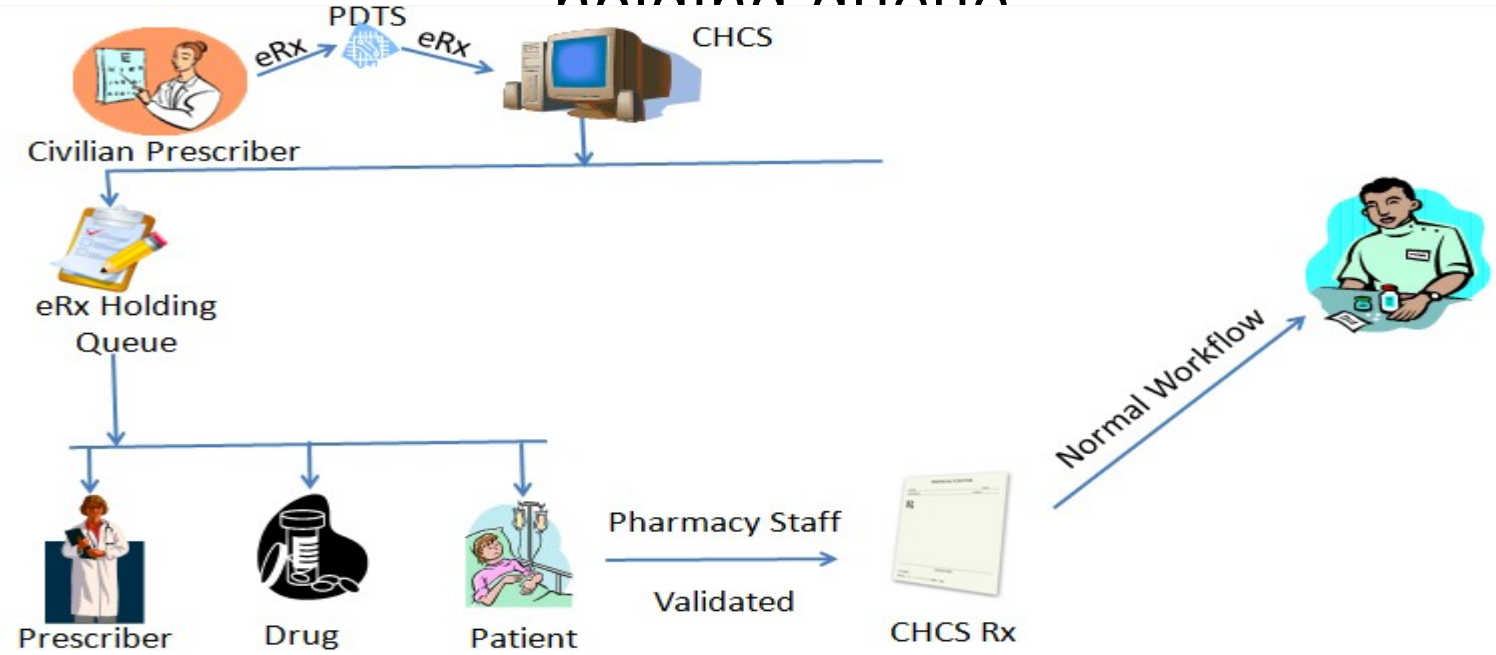
A CHCS prescription that has been auto-created from an eRx will display "**eRx SYS – Entered**" when the prescription is selected for review under the PRI (prescription inquiry) menu; signifying the prescription was system generated.



eRx Training - Work Flow

eRx Processing: eRx in Holding Queue

Pharmacy staff validation is required to create a CHCS prescription from an e-prescription within the eRx holding queue



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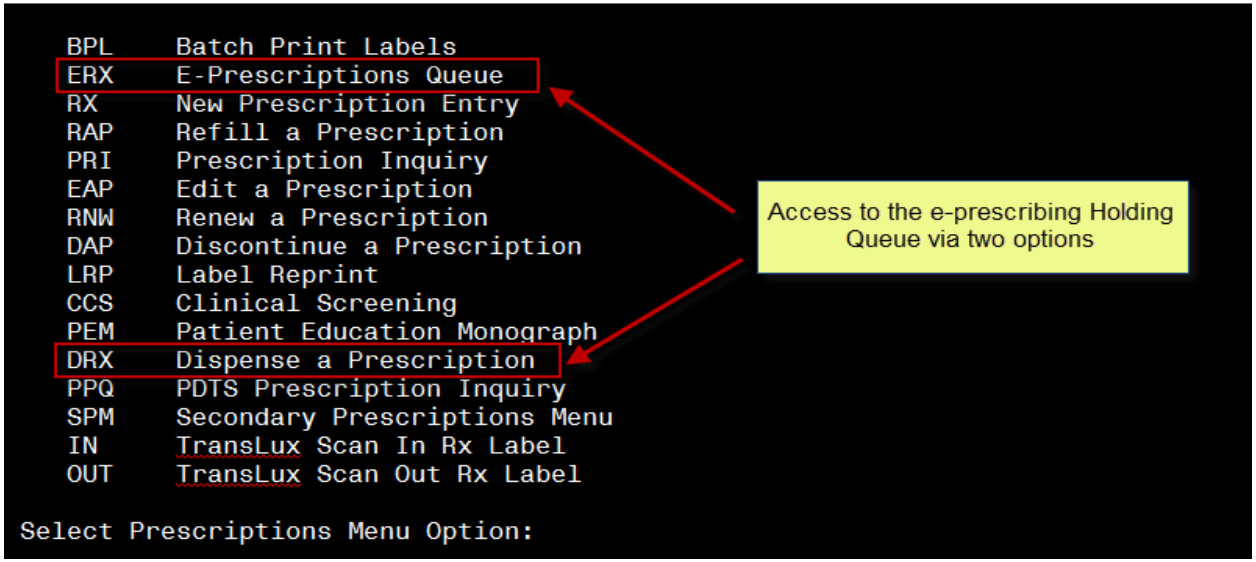
Accessing the eRx Holding Queue in CHCS (Pending eRx)

eRx Training
e-Prescription Processing – eRx Holding Queue

Pharmacy staff may access the eRx functionality through CHCS via:

A. the E-Prescriptions Queue (eRx) option on the Prescriptions Menu (**PM**).

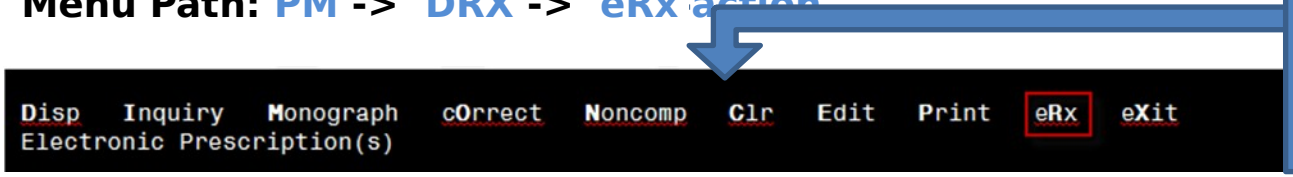
Menu Path: PM -> eRx


BPL Batch Print Labels
ERX E-Prescriptions Queue
RX New Prescription Entry
RAP Refill a Prescription
PRI Prescription Inquiry
EAP Edit a Prescription
RNW Renew a Prescription
DAP Discontinue a Prescription
LRP Label Reprint
CCS Clinical Screening
PEM Patient Education Monograph
DRX Dispense a Prescription
PPQ PDTS Prescription Inquiry
SPM Secondary Prescriptions Menu
IN TransLux Scan In Rx Label
OUT TransLux Scan Out Rx Label
Select Prescriptions Menu Option:
Access to the e-prescribing Holding Queue via two options

Or

B. the eRx action on the Dispense a Prescription (**DRX**) screen.

Menu Path: PM -> DRX -> eRx action



The text for "Noncompliant" and "Clear" have been abbreviated to "Noncomp" and "CLR"

eRx Training
e-Prescription Processing – eRx Holding Queue

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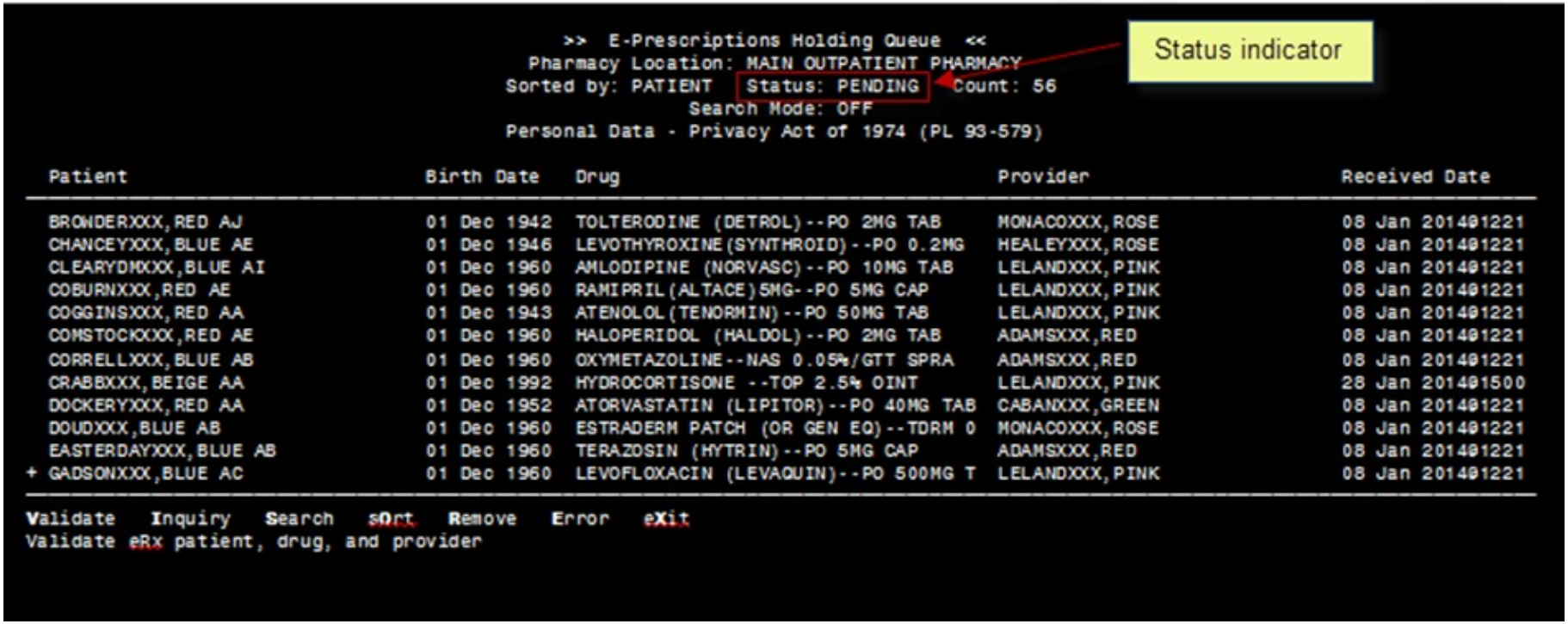
eRx Holding Queue: eRxs in Pending Status : Menu Path: PM -> eRx


Status indicator
>> E-Prescriptions Holding Queue <<
Pharmacy Location: MAIN OUTPATIENT PHARMACY
Sorted by: PATIENT Status: PENDING Count: 56
Search Mode: OFF
Personal Data - Privacy Act of 1974 (PL 93-579)
Patient | Birth Date | Drug | Provider | Received Date
BRONDERXXX,RED AJ | 01 Dec 1942 | TOLTERODINE (DETROL)--PO 2MG TAB | MONACOXXX,ROSE | 08 Jan 201401221
CHANCEYXXX,BLUE AE | 01 Dec 1946 | LEVOTHYROXINE(SYNTHROID)--PO 0.2MG | HEALEYXXX,ROSE | 08 Jan 201401221
CLEARYDMXXX,BLUE AI | 01 Dec 1960 | AMLODIPINE (NORVASC)--PO 10MG TAB | LELANDXXX,PINK | 08 Jan 201401221
COBURNXXX,RED AE | 01 Dec 1960 | RAMIPRIL(ALTACE)5MG--PO 5MG CAP | LELANDXXX,PINK | 08 Jan 201401221
COGGINSXXX,RED AA | 01 Dec 1943 | ATENOLOL(TENORMIN)--PO 50MG TAB | LELANDXXX,PINK | 08 Jan 201401221
COMSTOCKXXX,RED AE | 01 Dec 1960 | HALOPERIDOL (HALDOL)--PO 2MG TAB | ADAMSXXX,RED | 08 Jan 201401221
CORRELLXXX,BLUE AB | 01 Dec 1960 | OXYMETAZOLINE--NAS 0.05%/GTT SPRA | ADAMSXXX,RED | 08 Jan 201401221
CRABBXXX,BEIGE AA | 01 Dec 1992 | HYDROCORTISONE --TOP 2.5% OINT | LELANDXXX,PINK | 28 Jan 201401500
DOCKERYXXX,RED AA | 01 Dec 1952 | ATORVASTATIN (LIPITOR)--PO 40MG TAB | CABANXXX,GREEN | 08 Jan 201401221
DOUDXXX,BLUE AB | 01 Dec 1960 | ESTRADERM PATCH (OR GEN EQ)--TDRM 0 | MONACOXXX,ROSE | 08 Jan 201401221
EASTERDAYXXX,BLUE AB | 01 Dec 1960 | TERAZOSIN (HYTRIN)--PO 5MG CAP | ADAMSXXX,RED | 08 Jan 201401221
+ GADSONXXX,BLUE AC | 01 Dec 1960 | LEVOFLOXACIN (LEVAQUIN)--PO 500MG T | LELANDXXX,PINK | 08 Jan 201401221
Validate Inquiry Search sOrt Remove Error eXit
Validate eRx patient, drug, and provider

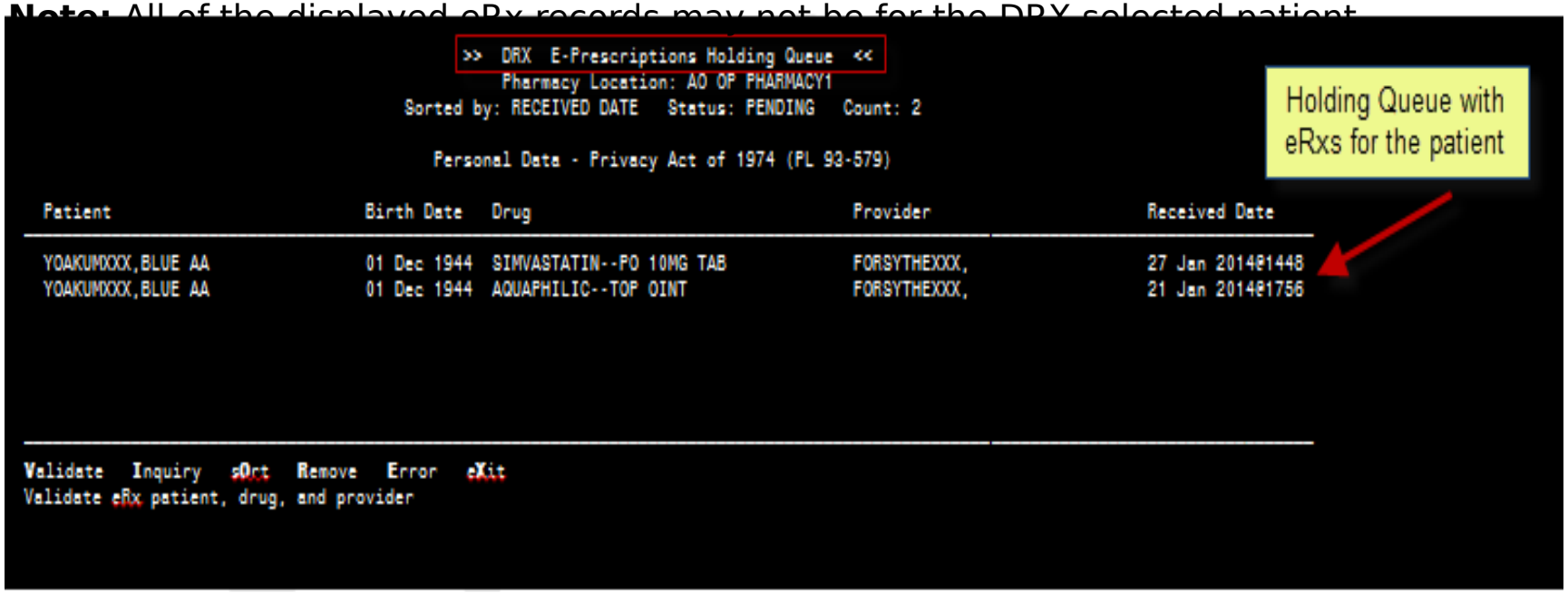
eRx Training
e-Prescription Processing – eRx Holding Queue

eRx Holding Queue: Menu Path: PM -> DRX -> eRx action

- The system searches for the patient based on the DRX-selected **Patient (last name, first name** and **date of birth** (DOB)**)**.

- If an eRx patient matches the CHCS patient, the Holding Queue displays with the corresponding eRx Records.

Note: All of the displayed eRx records may not be for the DRX selected patient.

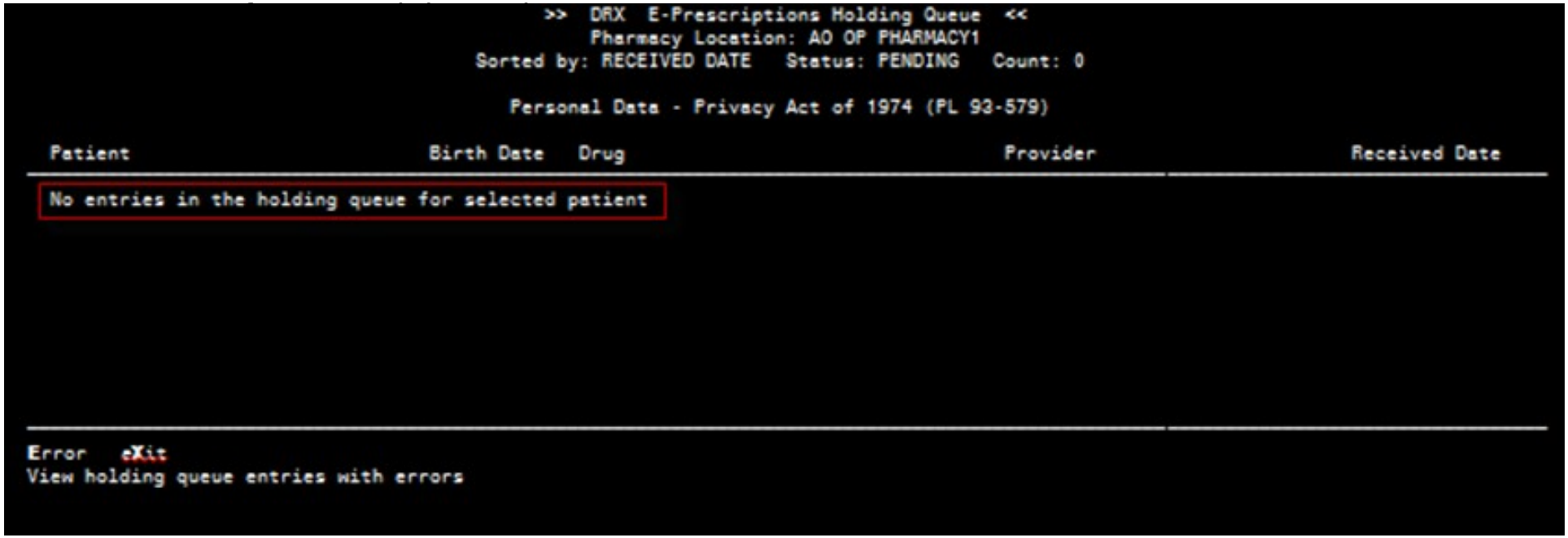


eRx Training
e-Prescription Processing – eRx Holding Queue

No eRx Found for Patient - Menu Path: PM -> DRX -> eRx action

- If no eRxs are found for the patient, the Holding Queue in DRX displays a **No entries** message.

•If the names are not an exact match no records will display and the user should use the eRx pathway to **search** within the holding queue. The user may also wish to search the


>> DRX E-Prescriptions Holding Queue <<
Pharmacy Location: AO OP PHARMACY1
Sorted by: RECEIVED DATE Status: PENDING Count: 0
Personal Data - Privacy Act of 1974 (PL 93-579)
Patient
Birth Date
Drug
Provider
Received Date
No entries in the holding queue for selected patient
Error eXit
View holding queue entries with errors

Once in the eRx holding queue within CHCS how do I manipulate the eRxs within?

eRx Training

e-Prescription Processing – eRx Holding Queue Functions

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HOLDING QUEUE ACTION BAR

The Holding Queue action bar includes the following actions:

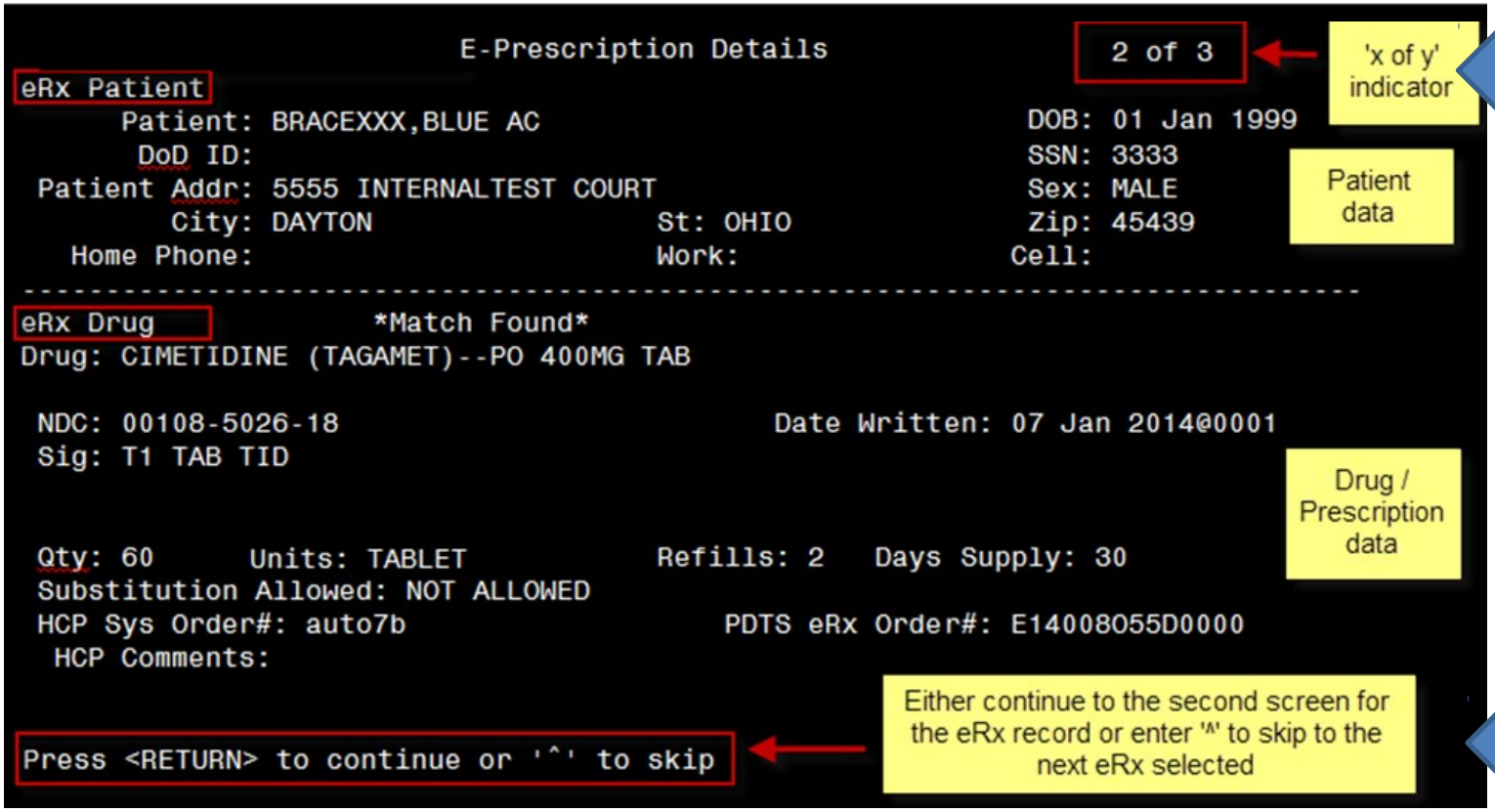
- **Validate*** allows you to process an eRx by validating the **Patient**, **Drug**, and **Provider** information.
- **Inquiry*** provides origin of order, details of the eRx, and how the information was transmitted related to the prescription.
- **Search** allows you to search by Patient, Date of Birth, Received Date or Provider.
- **sOrt** data by Patient, Received Date or Provider.
- **Remove*** the eRx from the Holding Queue.
- **Error** will list eRxs in an ERROR status due to missing required fields or invalid values.
- **eXit** the Holding Queue and return to the previous menu (either Prescriptions Menu or the DRX screen).

Inquiry action
(eRx Holding Queue)

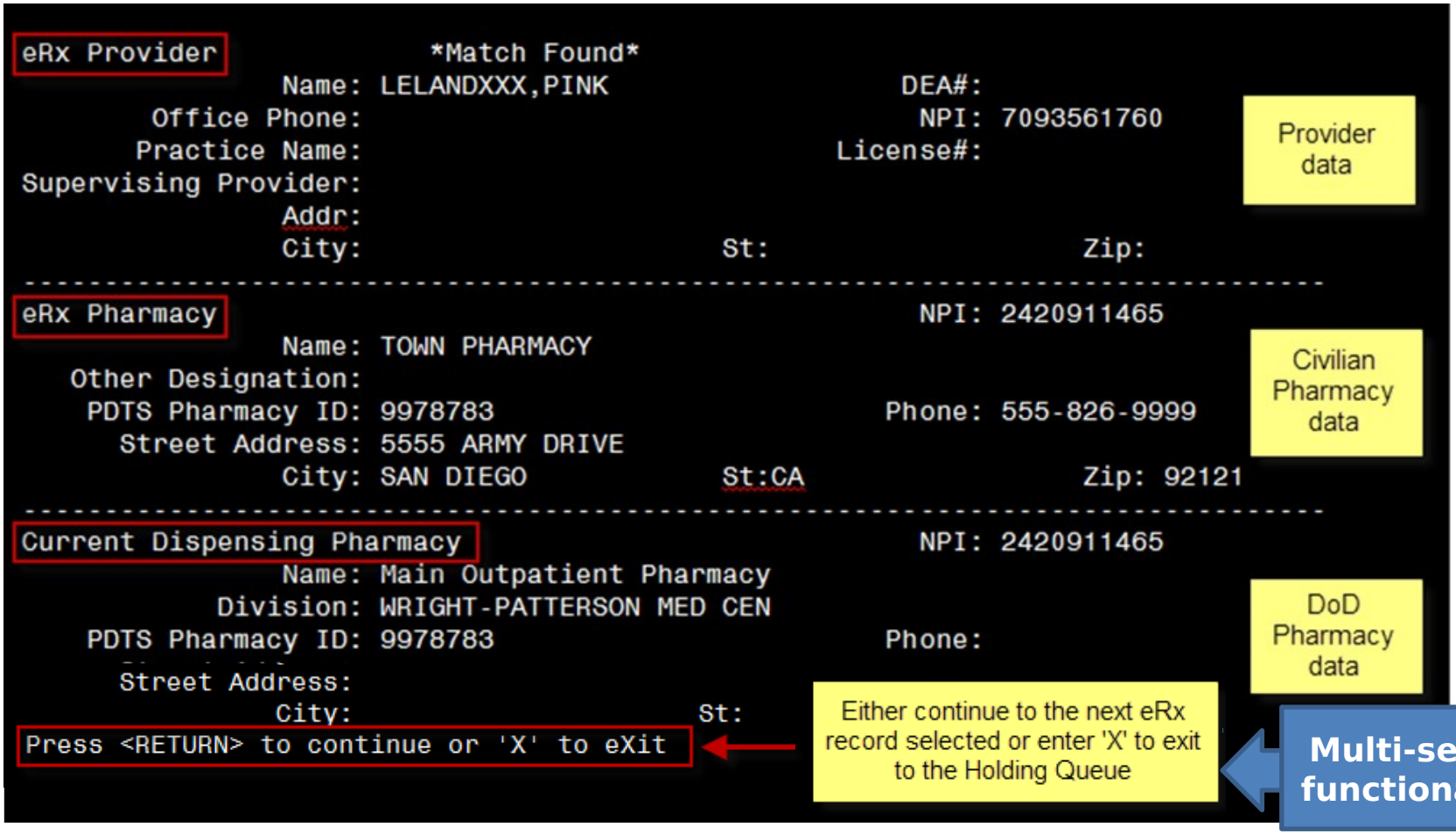
eRx Training
e-Prescription Processing – Holding Queue Functionality

INQUIRY ACTION

Use the Inquiry action within the Holding Queue to display or print the complete details of one or more eRx from the Holding Queue.



eRx Training
e-Prescription Processing – Holding Queue Functionality

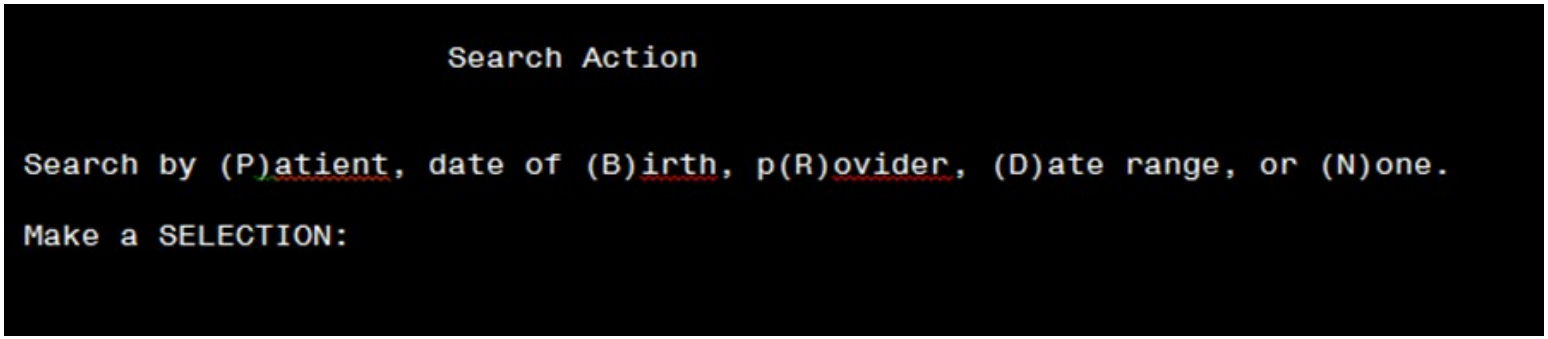


Search action(s)
(eRx Holding Queue)

SEARCH ACTION

Use the Search action within the Holding Queue to search by one of the following criteria:

- **Patient**
- **Date of birth**
- **Provider**
- **Date range**



- **None** – resets the eRx holding queue to alphabetical by patient last name (search by none of these options)

eRx Training
e-Prescription Processing – Holding Queue Functionality

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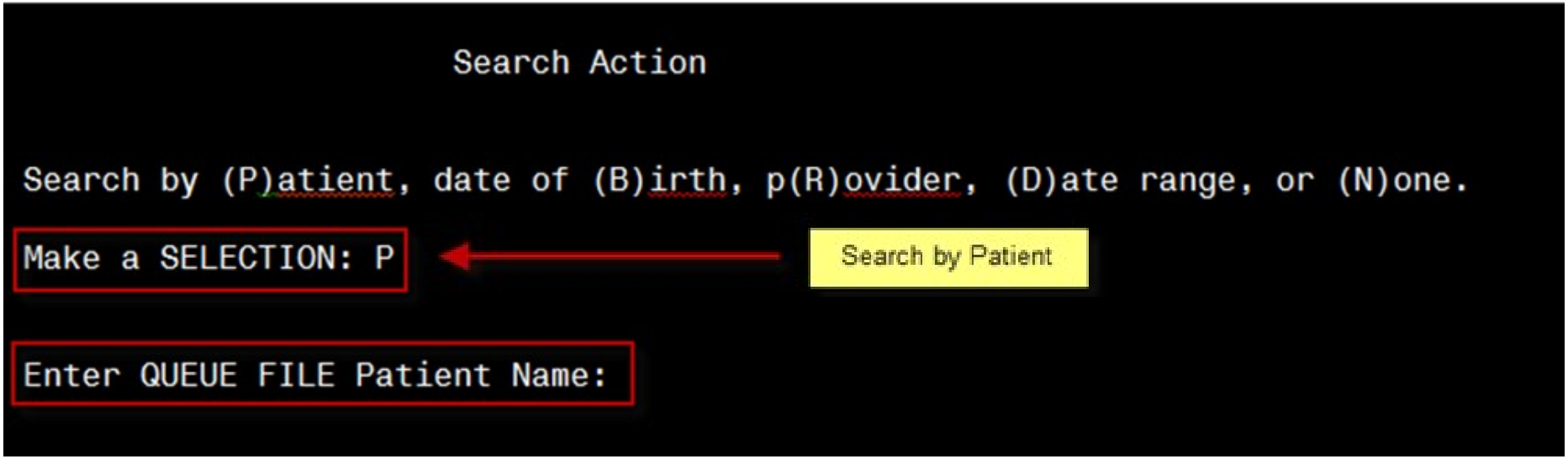
Search by (P)atient

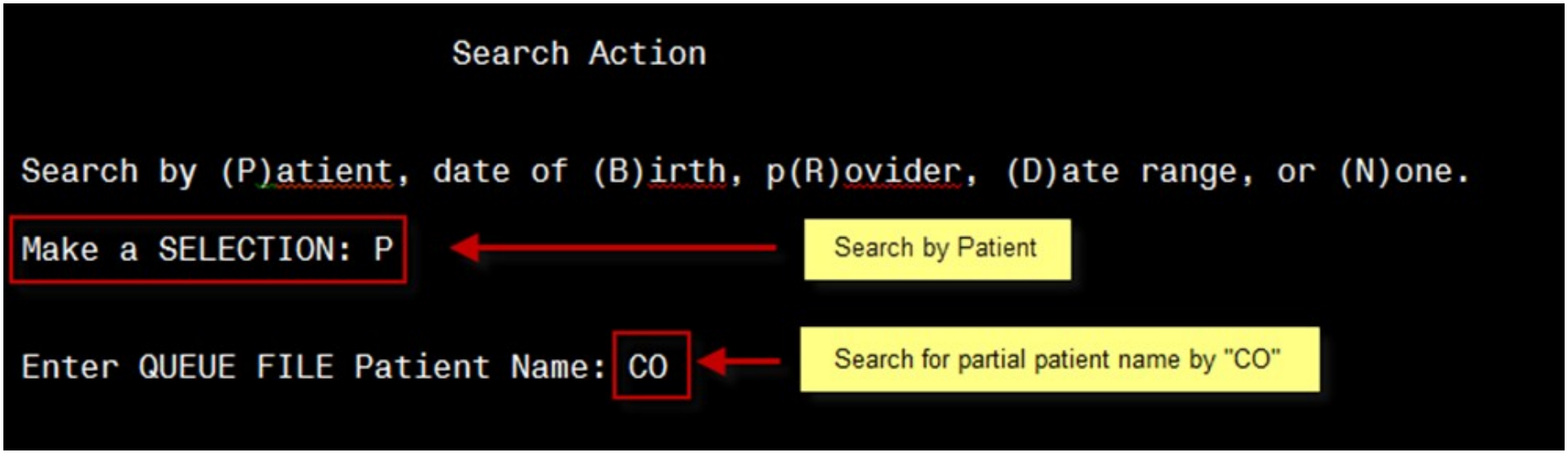
Enter **“P”** at the **Search Criteria** prompt and the “**Enter QUEUE FILE Patient Name”** prompt displays.


Search Action
Search by (P)atient, date of (B)irth, p(R)ovider, (D)ate range, or (N)one.
Make a SELECTION: P
Search by Patient
Enter QUEUE FILE Patient Name:

eRx Training
e-Prescription Processing – Holding Queue Functionality

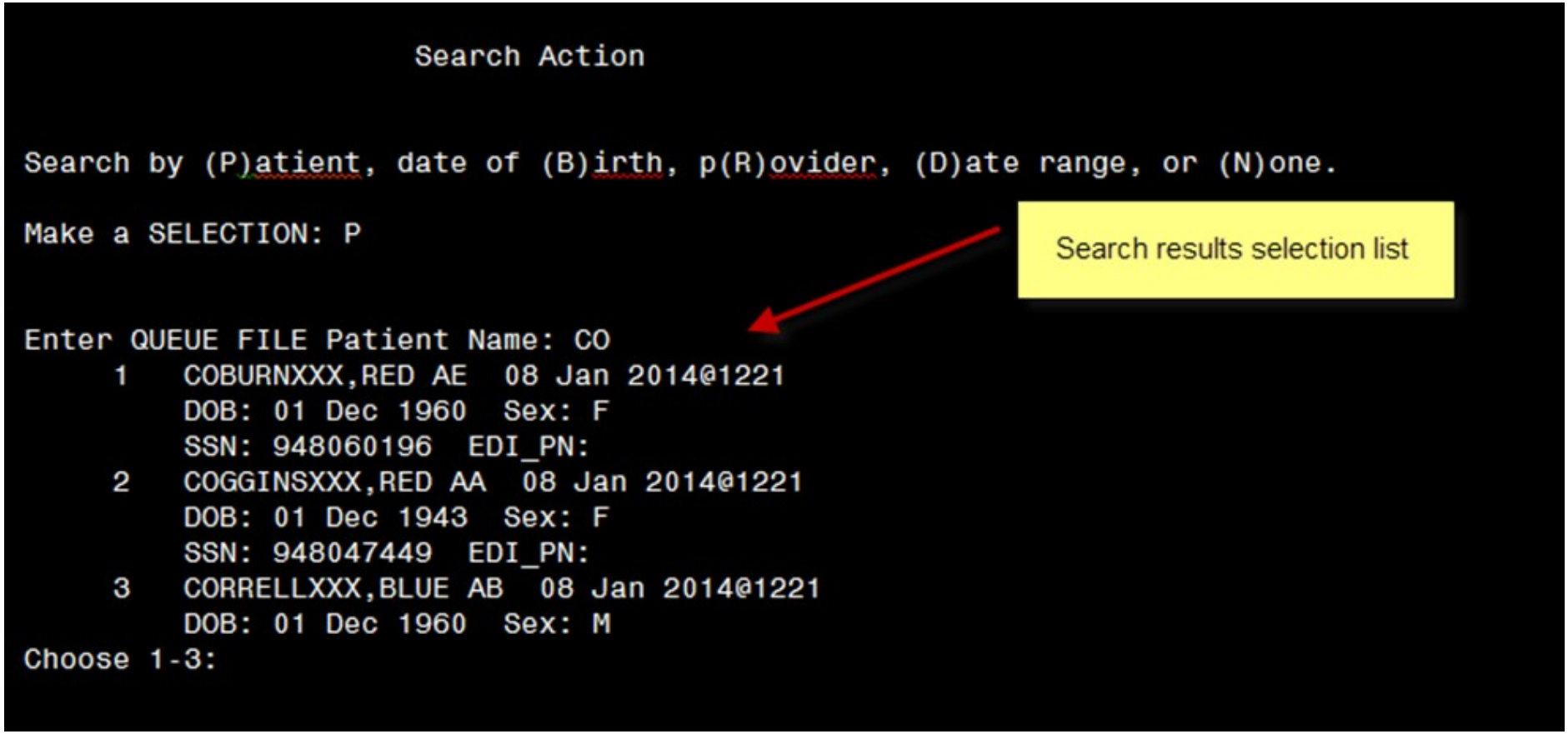
Enter any portion of the Patient Name in the following format:

LASTNAME,**FIRSTNAME** (e.g. TESTXXX,JOHN).


Search Action
Search by (P)atient, date of (B)irth, p(R)ovider, (D)ate range, or (N)one.
Make a SELECTION: P
Search by Patient
Enter QUEUE FILE Patient Name: CO
Search for partial patient name by "CO"

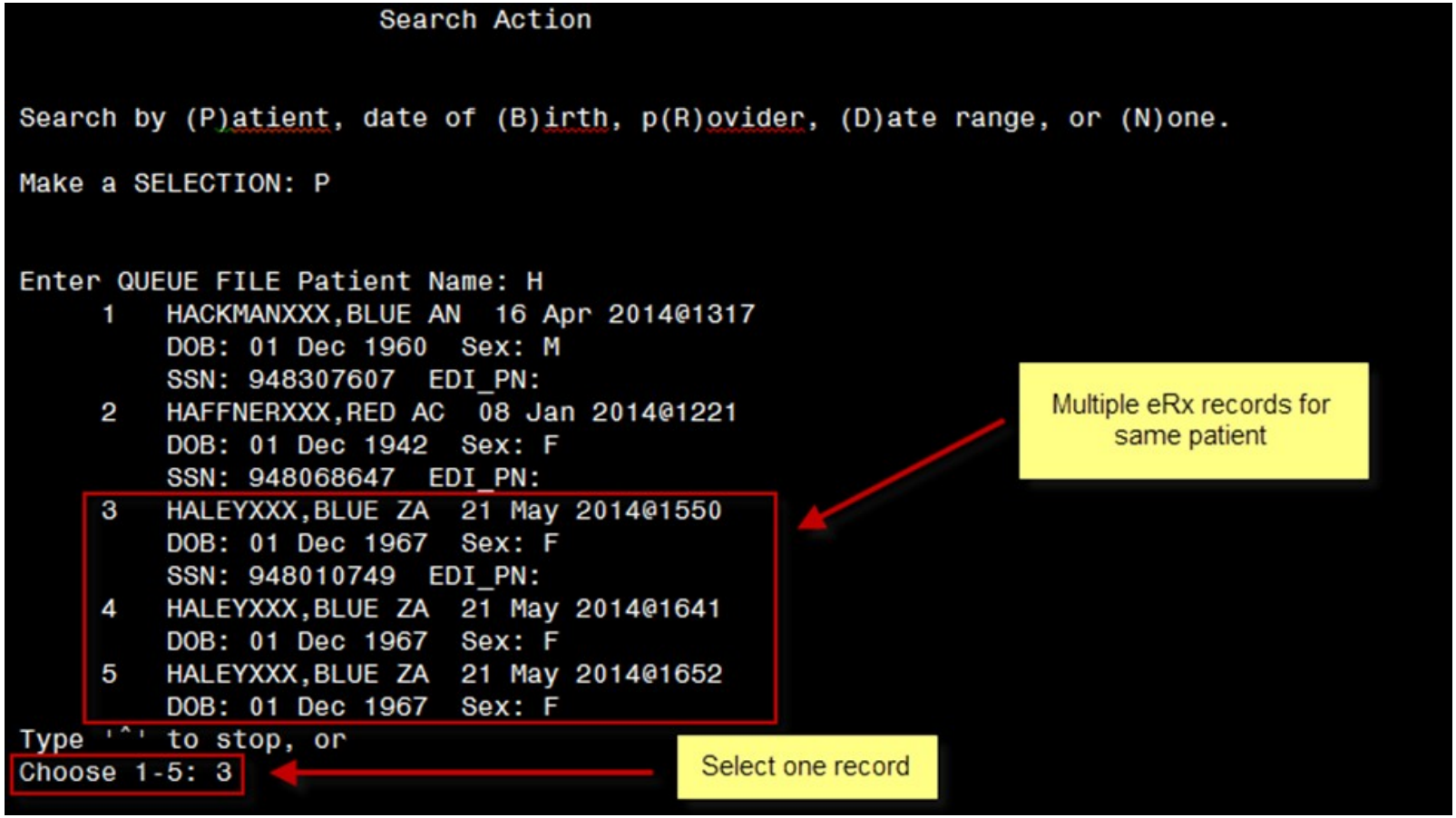
eRx Training
e-Prescription Processing – Holding Queue Functionality

The eRx records with patient names that match the criteria entered display for selection


Search Action
Search by (P)atient, date of (B)irth, p(R)ovider, (D)ate range, or (N)one.
Make a SELECTION: P
Search results selection list
Enter QUEUE FILE Patient Name: CO
1 COBURNXXX,RED AE 08 Jan 2014@1221
DOB: 01 Dec 1960 Sex: F
SSN: 948060196 EDI_PN:
2 COGGINSXXX,RED AA 08 Jan 2014@1221
DOB: 01 Dec 1943 Sex: F
SSN: 948047449 EDI_PN:
3 CORRELLXXX,BLUE AB 08 Jan 2014@1221
DOB: 01 Dec 1960 Sex: M
Choose 1-3:

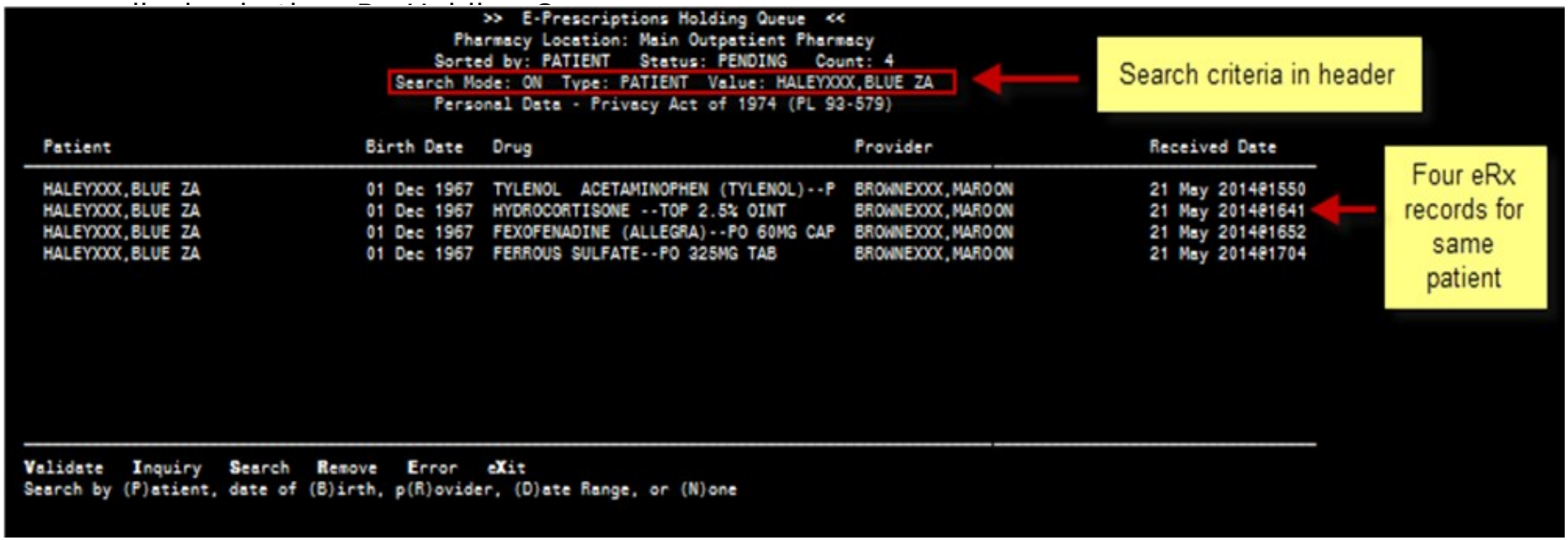
eRx Training
e-Prescription Processing – Holding Queue Functionality

The figure below shows two eRx records for the same patient in the search results selection list. One of those records is selected.


Search Action
Search by (P)atient, date of (B)irth, p(R)ovider, (D)ate range, or (N)one.
Make a SELECTION: P
Enter QUEUE FILE Patient Name: H
1 HACKMANXXX,BLUE AN 16 Apr 2014@1317
DOB: 01 Dec 1960 Sex: M
SSN: 948307607 EDI_PN:
2 HAFFNERXXX,RED AC 08 Jan 2014@1221
DOB: 01 Dec 1942 Sex: F
SSN: 948068647 EDI_PN:
3 HALEYXXX,BLUE ZA 21 May 2014@1550
DOB: 01 Dec 1967 Sex: F
SSN: 948010749 EDI_PN:
4 HALEYXXX,BLUE ZA 21 May 2014@1641
DOB: 01 Dec 1967 Sex: F
5 HALEYXXX,BLUE ZA 21 May 2014@1652
DOB: 01 Dec 1967 Sex: F
Type '^' to stop, or
Choose 1-5: 3
Multiple eRx records for same patient
Select one record

eRx Training
e-Prescription Processing – Holding Queue Functionality

When you select an eRx record from the search results selection list, all eRx records with that patient name

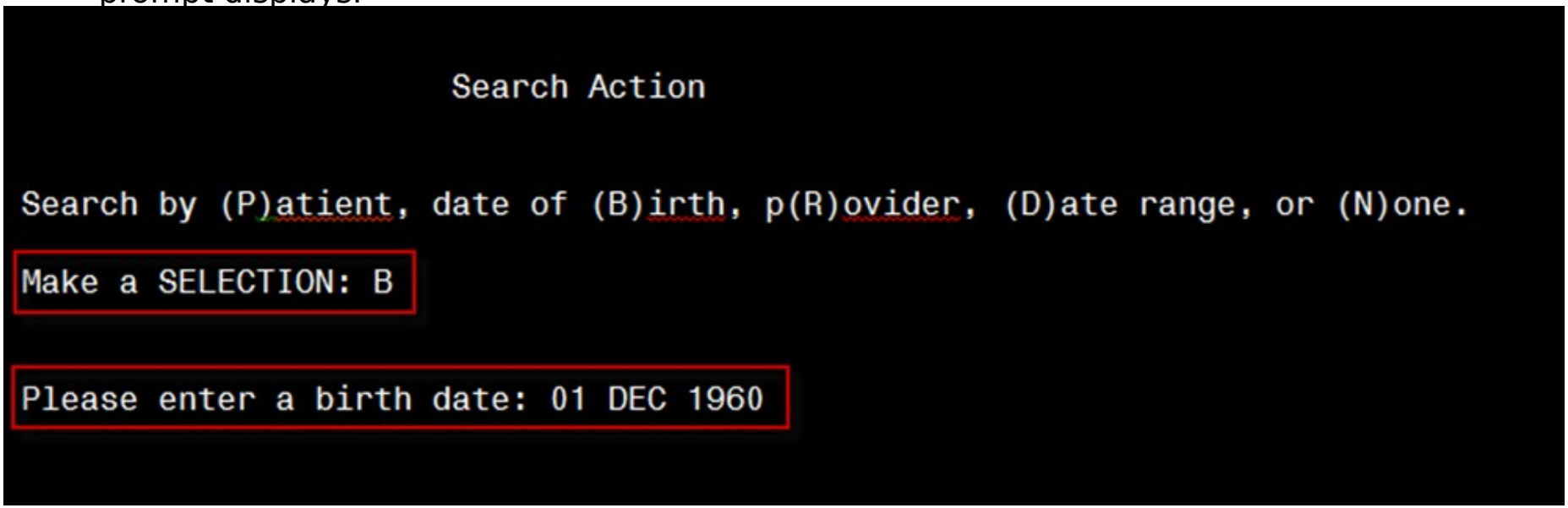

>> E-Prescriptions Holding Queue <<
Pharmacy Location: Main Outpatient Pharmacy
Sorted by: PATIENT Status: PENDING Count: 4
Search Mode: ON Type: PATIENT Value: HALEYXXX,BLUE ZA
Personal Data - Privacy Act of 1974 (PL 93-579)
Search criteria in header
Patient
Birth Date
Drug
Provider
Received Date
HALEYXXX,BLUE ZA 01 Dec 1967 TYLENOL ACETAMINOPHEN (TYLENOL)--P BROWNEXXX,MAROON 21 May 2014@1550
HALEYXXX,BLUE ZA 01 Dec 1967 HYDROCORTISONE --TOP 2.5% OINT BROWNEXXX,MAROON 21 May 2014@1641
HALEYXXX,BLUE ZA 01 Dec 1967 FEXOFENADINE (ALLEGRA)--PO 60MG CAP BROWNEXXX,MAROON 21 May 2014@1652
HALEYXXX,BLUE ZA 01 Dec 1967 FERROUS SULFATE--PO 325MG TAB BROWNEXXX,MAROON 21 May 2014@1704
Four eRx records for same patient
Validate Inquiry Search Remove Error eXit
Search by (P)atient, date of (B)irth, p(R)ovider, (D)ate Range, or (N)one

The header at the top of the queue indicates (**Search Mode: ON**) and the type of search being performed (**PATIENT Search Value: HEALDXXX, BLUE ZA**)

The **Validate, Inquiry**, or **Remove** actions may be performed on the search results, from the Holding Queue action bar.

Search by date of (B)irth

Enter **“B”** at the **Search Criteria** prompt and the “**Please enter a birth date”** prompt displays.


Search Action
Search by (P)atient, date of (B)irth, p(R)ovider, (D)ate range, or (N)one.
Make a SELECTION: B
Please enter a birth date: 01 DEC 1960

Formats Allowed:
Dec 1 1960 or 01 DEC 1960 or 12/01/60 or 120160 or Julian Date
T (for TODAY)
T-1 (for YESTERDAY), T-3W (3 WEEKS AGO), etc.

eRx Training
e-Prescription Processing – Holding Queue Functionality

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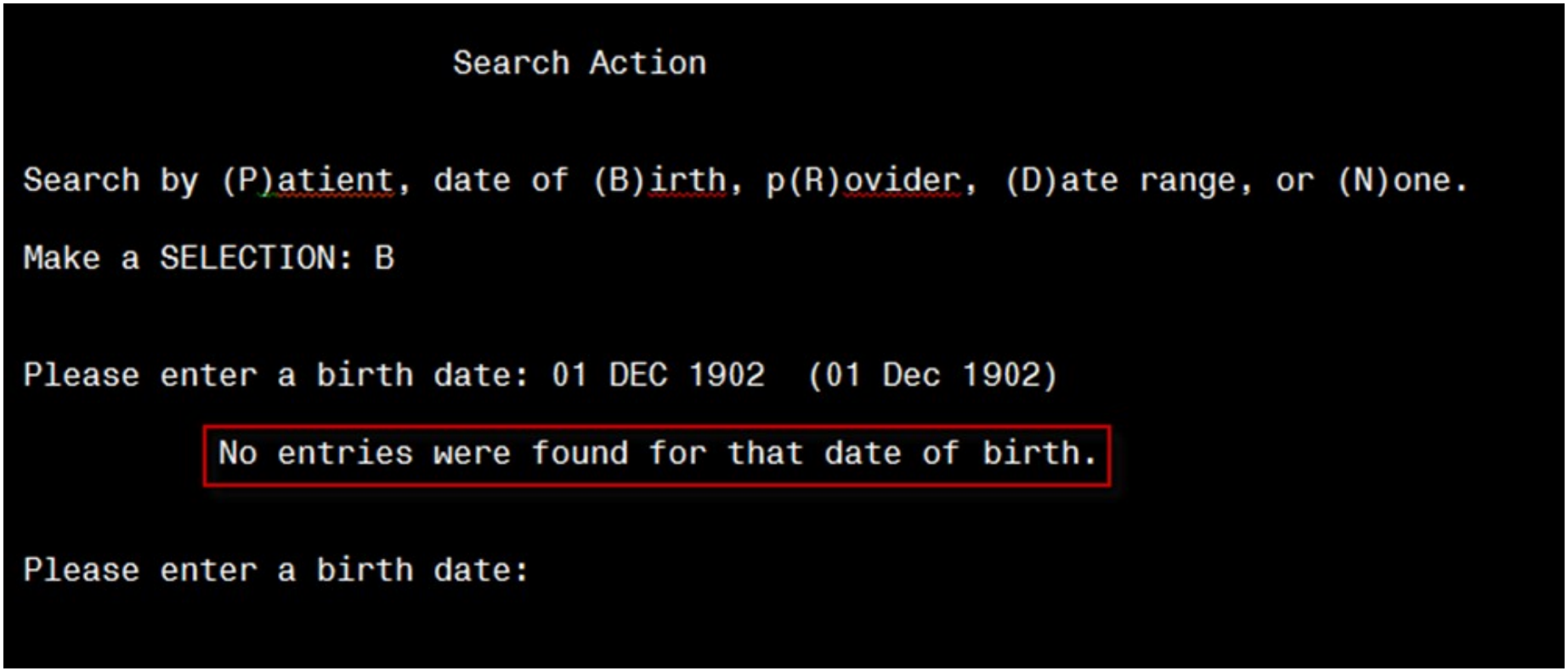
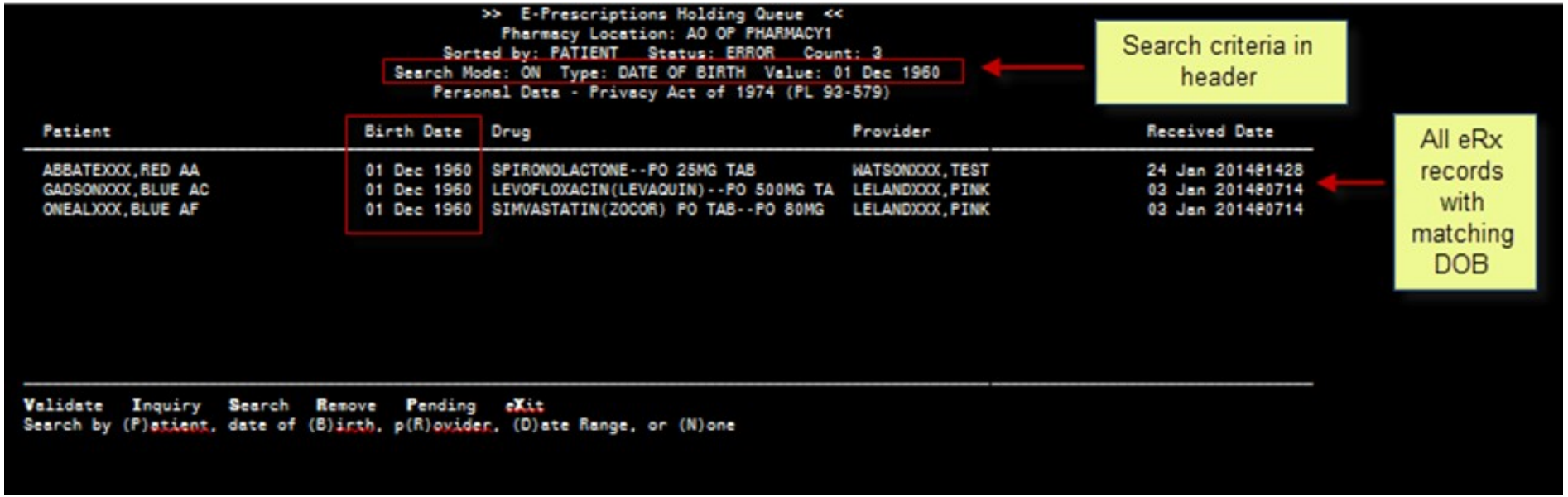
Search by date of (B)irth

If a search is performed and if no records match the search criteria, a "**No Entries Found"** message displays and you are prompted again to enter the search criteria


Search Action
Search by (P)atient, date of (B)irth, p(R)ovider, (D)ate range, or (N)one.
Make a SELECTION: B
Please enter a birth date: 01 DEC 1902 (01 Dec 1902)
No entries were found for that date of birth.
Please enter a birth date:

eRx Training
e-Prescription Processing – Holding Queue Functionality

When matching results are found, you are presented with a selection list of the search results



The header at the top of the queue indicates (**Search Mode: ON**) and the type of search being performed (**DATE OF BIRTH Value: 01 Dec 1960**)

The **Validate, Inquiry**, or **Remove** actions may be performed on the search results, from the Holding Queue action bar.

eRx Training
e-Prescription Processing – Holding Queue Functionality

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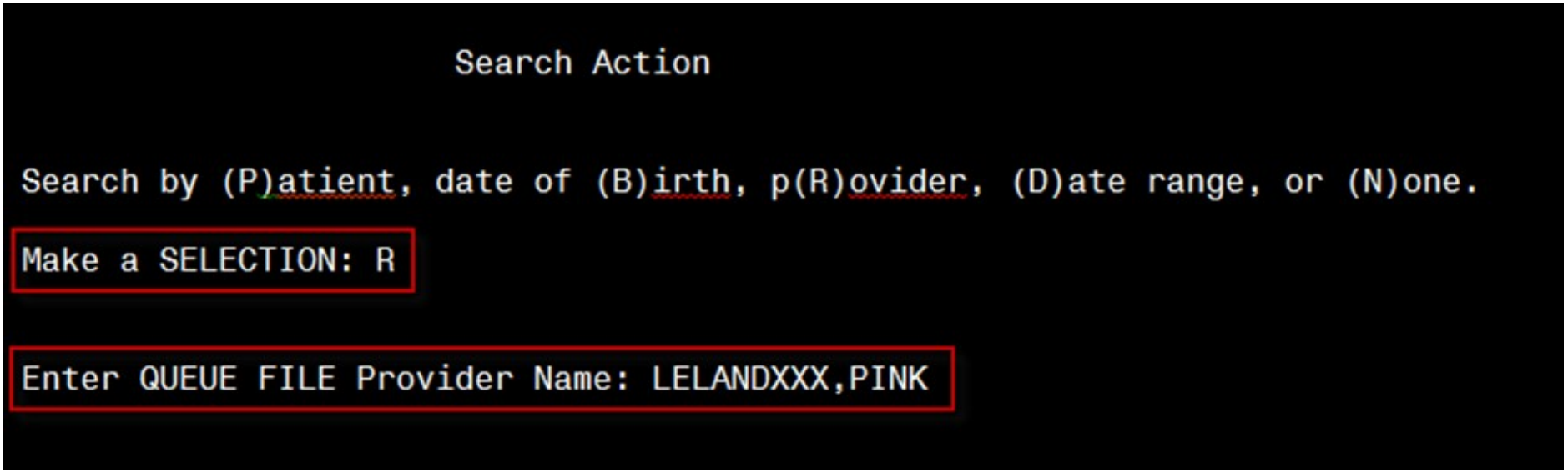
Search by p(R)ovider

Enter "***R***" at the **Search Criteria** prompt and an "**Enter QUEUE FILE *Provider Name"*** prompt displays


Search Action
Search by (P)atient, date of (B)irth, p(R)ovider, (D)ate range, or (N)one.
Make a SELECTION: R
Enter QUEUE FILE Provider Name: LELANDXXX,PINK

Enter the provider's name in the following format:

LASTNAME,**FIRSTNAME** (e.g. TESTNAME,JOHN).

eRx Training
e-Prescription Processing – Holding Queue Functionality

The eRxs in the Holding Queue with the matching provider will display sorted by patient last name in ascending order (A-Z).

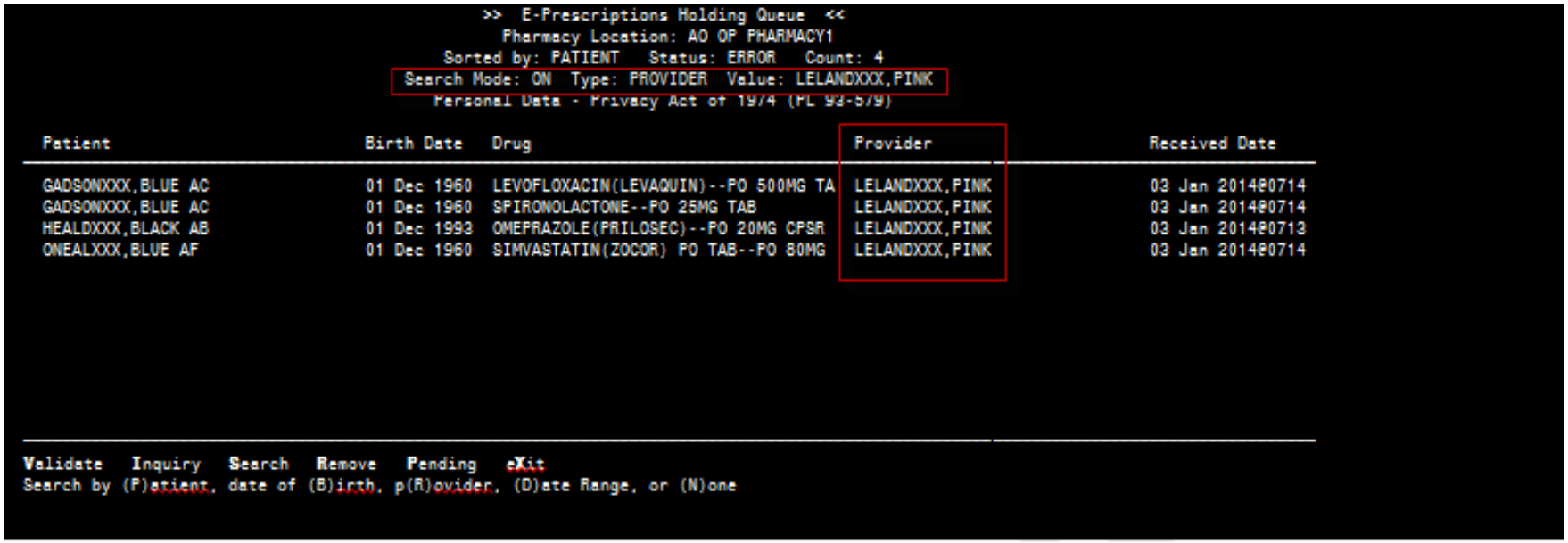

>> E-Prescriptions Holding Queue <<
Pharmacy Location: AO OP PHARMACY1
Sorted by: PATIENT Status: ERROR Count: 4
Search Mode: ON Type: PROVIDER Value: LELANDXXX,PINK
Personal Data - Privacy Act of 1974 (PL 93-579)
Patient
Birth Date
Drug
Provider
Received Date
GADSONXXX,BLUE AC 01 Dec 1960 LEVOFLOXACIN(LEVAQUIN)--PO 500MG TA LELANDXXX,PINK 03 Jan 2014@0714
GADSONXXX,BLUE AC 01 Dec 1960 SPIRONOLACTONE--PO 25MG TAB LELANDXXX,PINK 03 Jan 2014@0714
HEALDXXX,BLACK AB 01 Dec 1993 OMEPRAZOLE(PRILOSEC)--PO 20MG CPSR LELANDXXX,PINK 03 Jan 2014@0713
ONEALXXX,BLUE AF 01 Dec 1960 SIMVASTATIN(ZOCOR) PO TAB--PO 80MG LELANDXXX,PINK 03 Jan 2014@0714
Validate Inquiry Search Remove Pending eXit
Search by (P)atient, date of (B)irth, p(R)ovider, (D)ate Range, or (N)one

Figure: Search Results by Provider

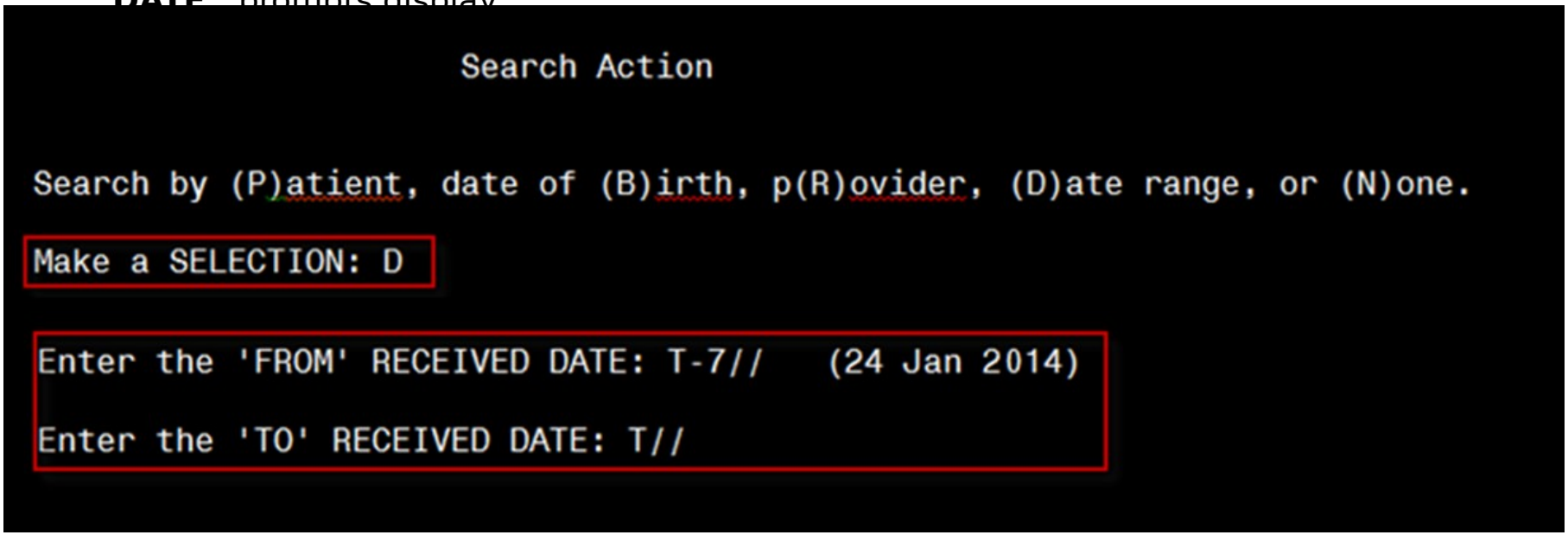
The header at the top of the queue indicates (**Search Mode: ON**) and the type of search being performed (**PROIVDER Value: LELANDXXX, PINK**)

The **Validate, Inquiry**, or **Remove** actions may be performed on the search results, from the Holding Queue action bar.

eRx Training
e-Prescription Processing – Holding Queue Functionality

Search by (D)ate Range

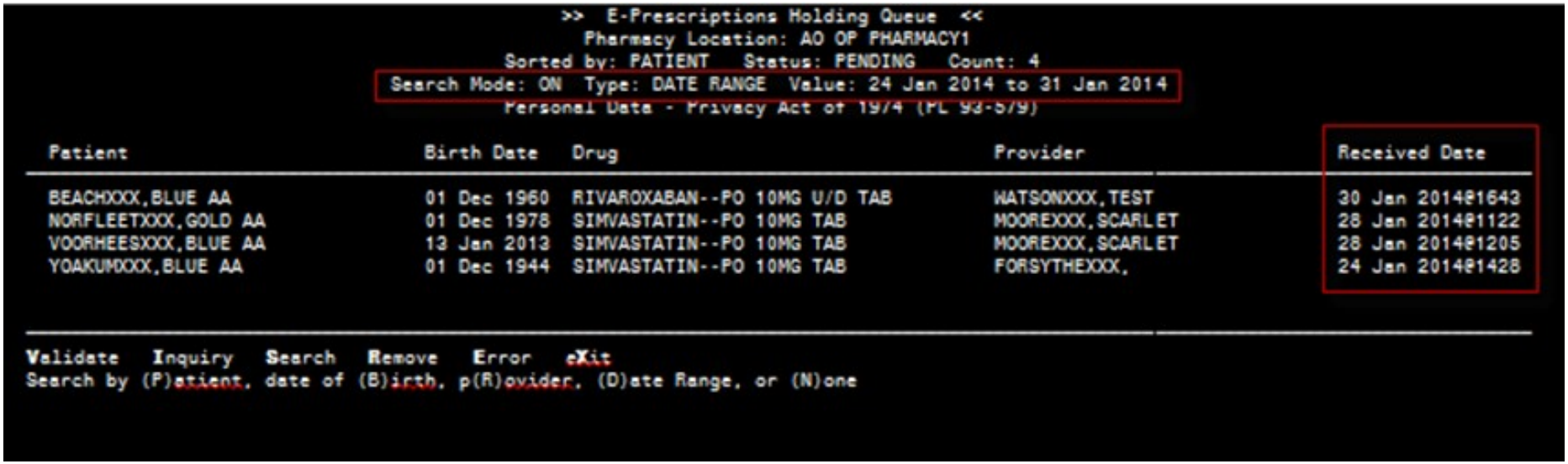
Enter **"D"** at the **Search Criteria** prompt and the "**FROM/TO RECEIVED DATE"** prompts display.


Search Action
Search by (P)atient, date of (B)irth, p(R)ovider, (D)ate range, or (N)one.
Make a SELECTION: D
Enter the 'FROM' RECEIVED DATE: T-7// (24 Jan 2014)
Enter the 'TO' RECEIVED DATE: T//

Formats Allowed:
Dec 1 1960 or 01 DEC 1960 or 12/01/60 or 120160 or Julian Date
T (for TODAY)
T-1 (for YESTERDAY), T-3W (3 WEEKS AGO), etc.

eRx Training
e-Prescription Processing – Holding Queue Functionality

All eRxs received within the selected date range will display by **Received Date** starting with the **most recent date**.



The header at the top of the queue indicates (**Search Mode: ON**) and the type of search being performed (**DATE RANGE Value: 24 Jan 2014 to 31 Jan 2014**)

The **Validate, Inquiry**, or **Remove** actions may be performed on the search results, from the Holding Queue action bar.

Defense Health Agency

Sort action
(eRx Holding Queue)

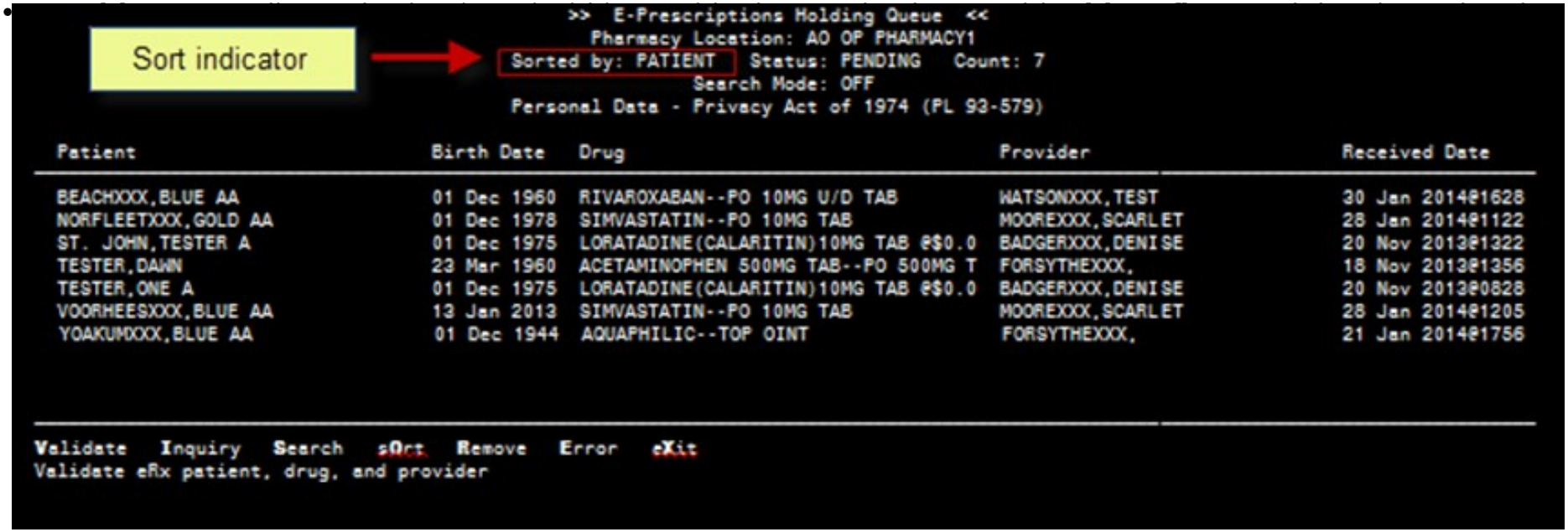
eRx Training
e-Prescription Processing – Holding Queue Functionality

Defense Health Agency

SORT ACTION

The **sOrt** action allows you to sort the records in the Holding Queue by one of the following criteria:

- **Patient -** ascending order (A-Z), and within Patient by Received Date with **most recent first**, and then by Provider in ascending order (A-Z).
- **Received Date -** most recent first, and within Received Date by Patient in ascending order (A-Z), and then by Provider in ascending order (A-Z).


Sort indicator
>> E-Prescriptions Holding Queue <<
Pharmacy Location: AO OP PHARMACY1
Sorted by: PATIENT Status: PENDING Count: 7
Search Mode: OFF
Personal Data - Privacy Act of 1974 (PL 93-579)
Patient | Birth Date | Drug | Provider | Received Date
BEACHXXX,BLUE AA | 01 Dec 1960 | RIVAROXABAN--PO 10MG U/D TAB | WATSONXXX,TEST | 30 Jan 2014@1628
NORFLEETXXX,GOLD AA | 01 Dec 1978 | SIMVASTATIN--PO 10MG TAB | MOOREXXX,SCARLET | 28 Jan 2014@1122
ST. JOHN,TESTER A | 01 Dec 1975 | LORATADINE(CALARITIN)10MG TAB @$0.0 | BADGERXXX,DENISE | 20 Nov 2013@1322
TESTER,DAWN | 23 Mar 1960 | ACETAMINOPHEN 500MG TAB--PO 500MG T | FORSYTHEXXX, | 18 Nov 2013@1356
TESTER,ONE A | 01 Dec 1975 | LORATADINE(CALARITIN)10MG TAB @$0.0 | BADGERXXX,DENISE | 20 Nov 2013@0828
VOORHEESXXX,BLUE AA | 13 Jan 2013 | SIMVASTATIN--PO 10MG TAB | MOOREXXX,SCARLET | 28 Jan 2014@1205
YOAKUMXXX,BLUE AA | 01 Dec 1944 | AQUAPHILIC--TOP OINT | FORSYTHEXXX, | 21 Jan 2014@1756
Validate Inquiry Search sOrt Remove Error eXit
Validate eRx patient, drug, and provider

Defense Health Agency

Remove Action
(eRx Holding Queue)

eRx Training
e-Prescription Processing – Holding Queue Functionality

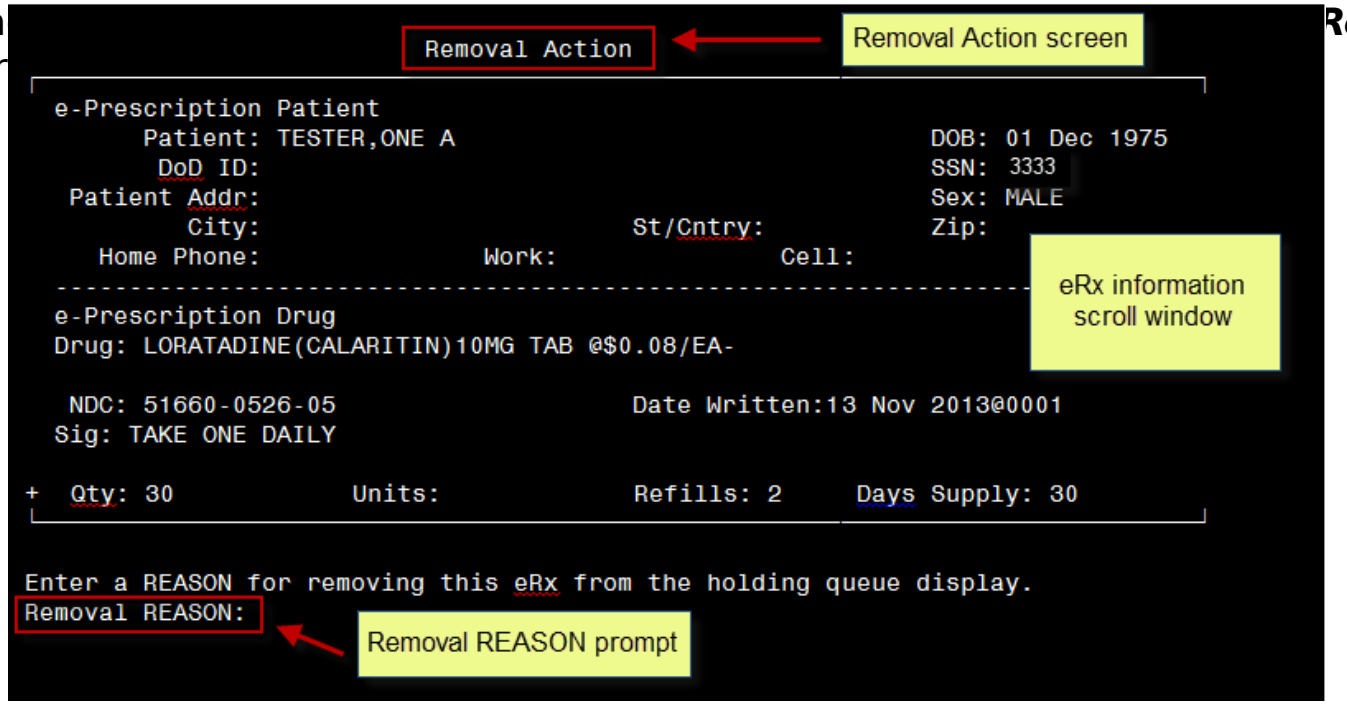
Defense Health Agency

Remove Process Overview

The **Remove** action allows you to **permanently** remove one or more eRx from the eRx Holding Queue.

You **cannot** bring an eRx back to the Holding Queue for processing once it has been removed.

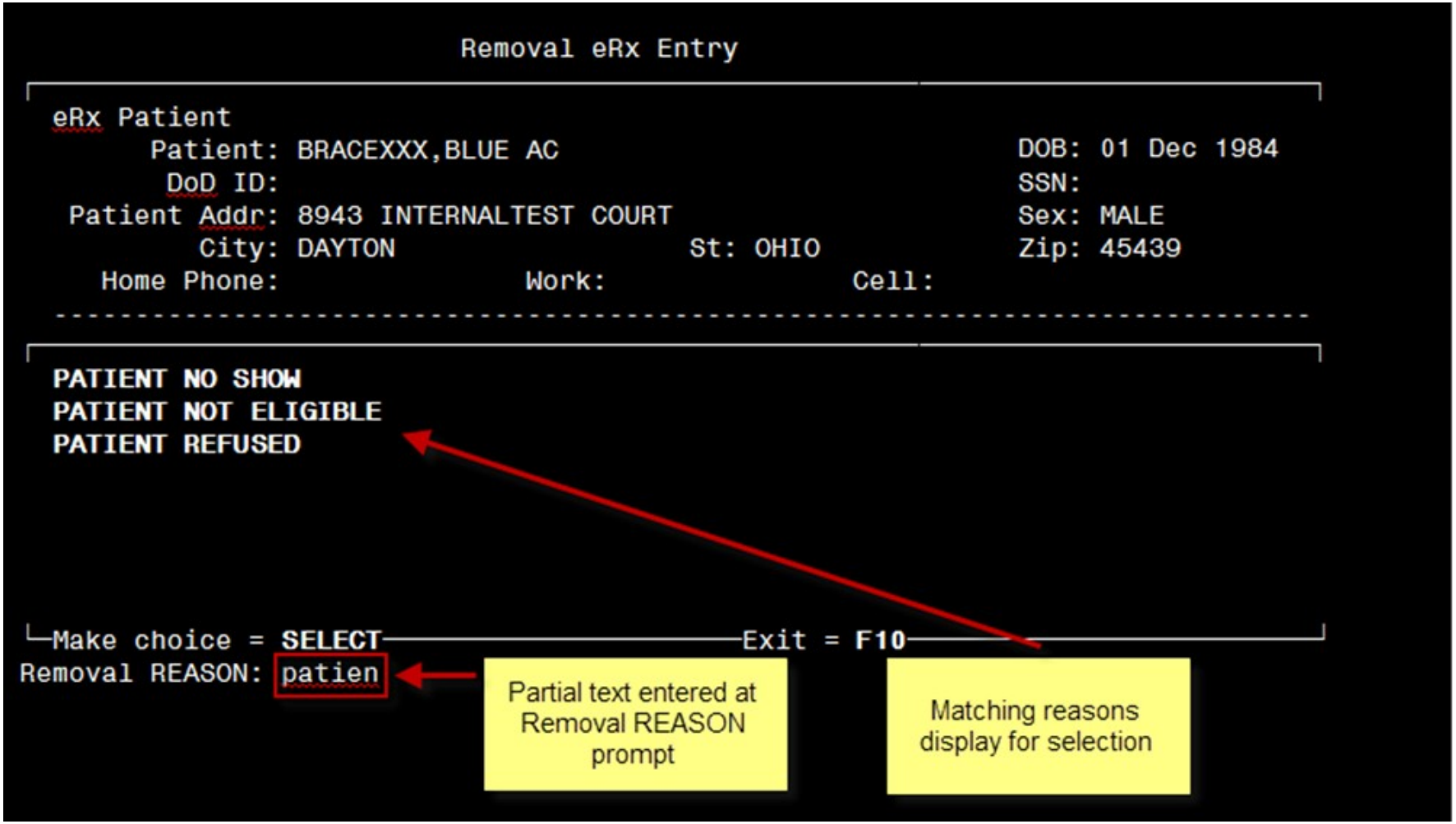
After selectin ***Removal Action*** scr



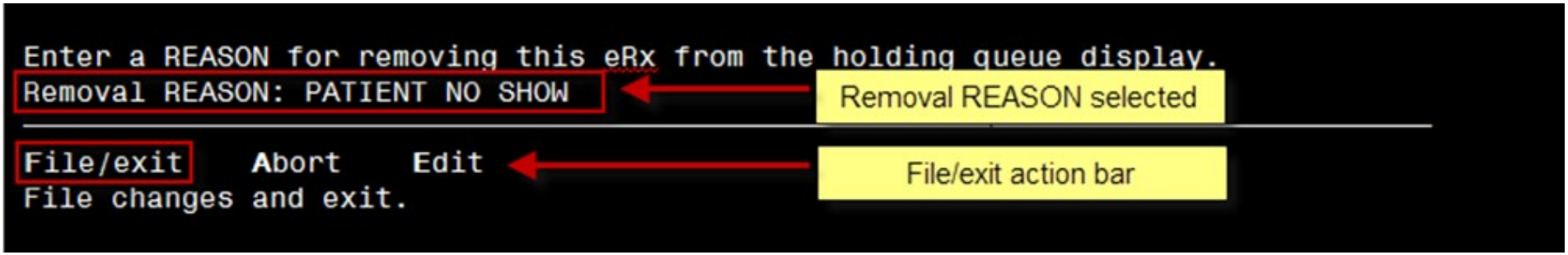
eRx Training
e-Prescription Processing – Holding Queue Functionality

Removal Reason Code	Description
1	DUPLICATE MEDICATION
2	INVALID/MISSING INFORMATION
3	NON FORMULARY/PROVIDER DID NOT CHANGE ORDER
4	PATIENT NO SHOW
5	PATIENT NOT ELIGIBLE
6	PATIENT REFUSED
7	PRESCRIPTION EXPIRED
8	PROVIDER CANCELLED RX
9	PROVIDER INFORMATION INSUFFICIENT
98	TRANSFERRED TO ANOTHER PHARMACY
99	OTHER

eRx Training
e-Prescription Processing – Holding Queue Functionality



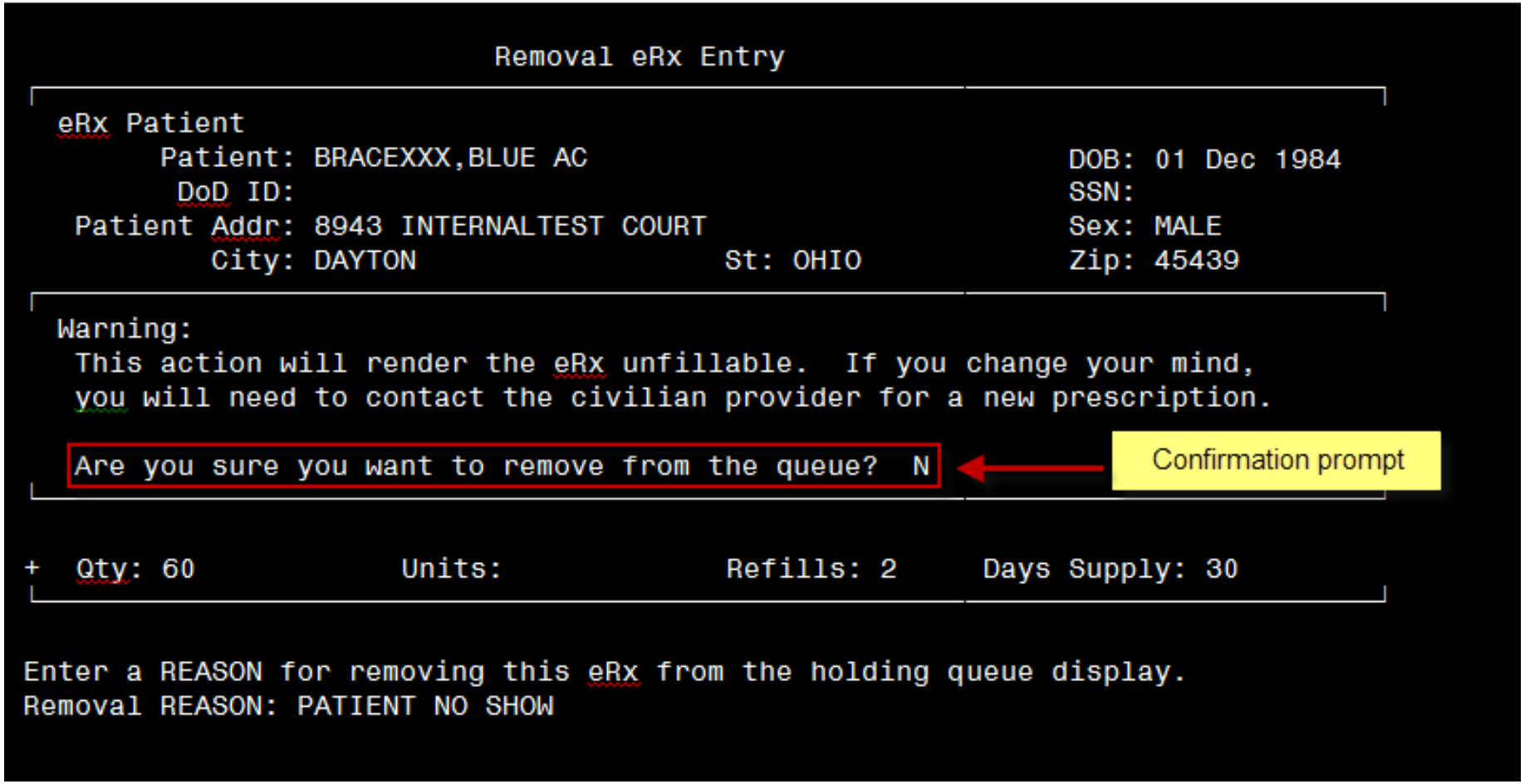
eRx Training
e-Prescription Processing – Holding Queue Functionality


Enter a REASON for removing this eRx from the holding queue display.
Removal REASON: PATIENT NO SHOW
Removal REASON selected
File/exit Abort Edit
File changes and exit.
File/exit action bar

eRx Training
e-Prescription Processing – Holding Queue Functionality

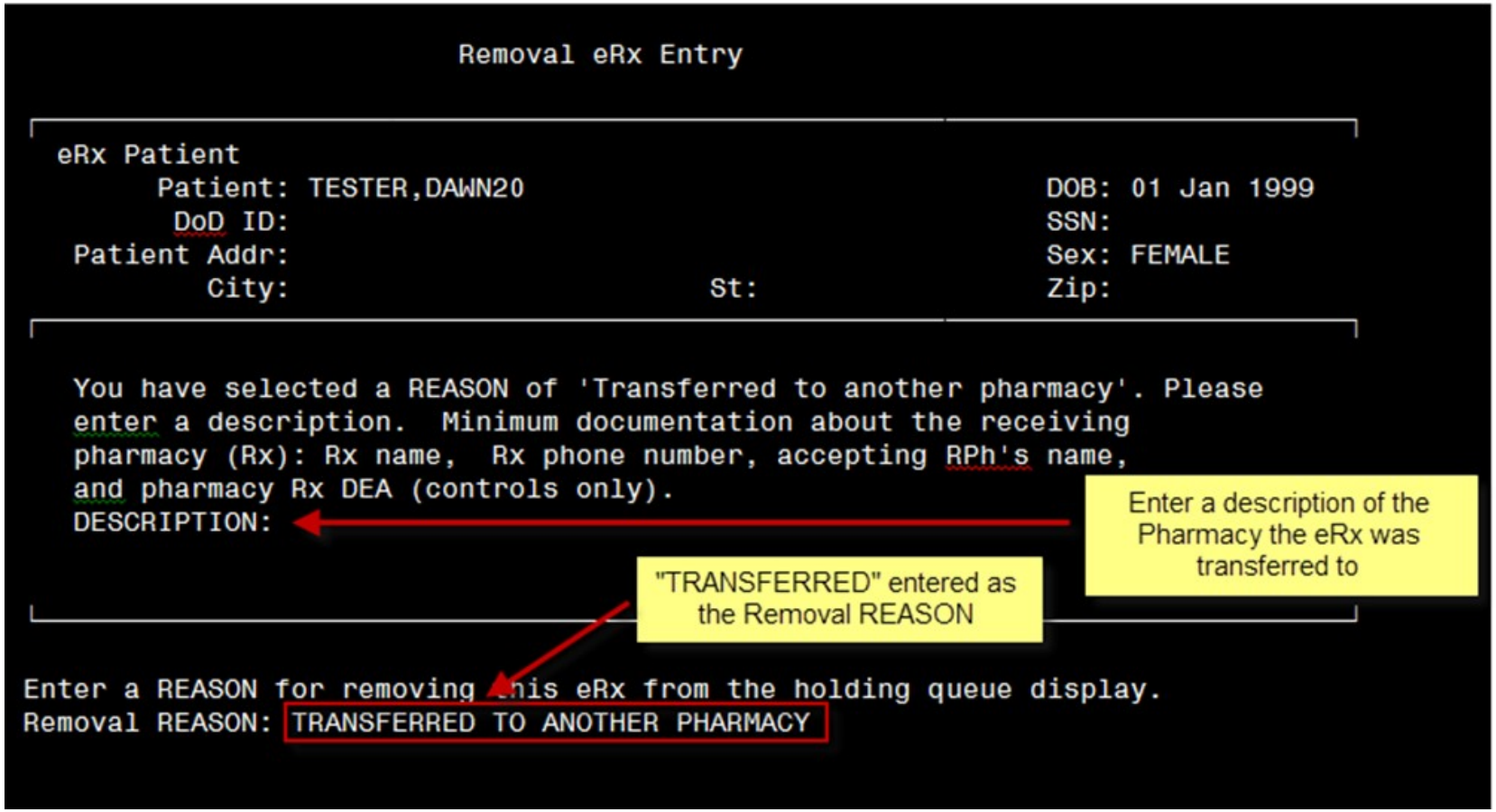
Defense Health Agency

After selecting a removal reason, a confirmation prompt displays.


Removal eRx Entry
eRx Patient
Patient: BRACEXXX,BLUE AC
DOB: 01 Dec 1984
DoD ID:
SSN:
Patient Addr: 8943 INTERNALTEST COURT
Sex: MALE
City: DAYTON
St: OHIO
Zip: 45439
Warning:
This action will render the eRx unfillable. If you change your mind, you will need to contact the civilian provider for a new prescription.
Are you sure you want to remove from the queue? N
Confirmation prompt
+ Qty: 60
Units:
Refills: 2
Days Supply: 30
Enter a REASON for removing this eRx from the holding queue display.
Removal REASON: PATIENT NO SHOW

eRx Training
e-Prescription Processing – Holding Queue Functionality

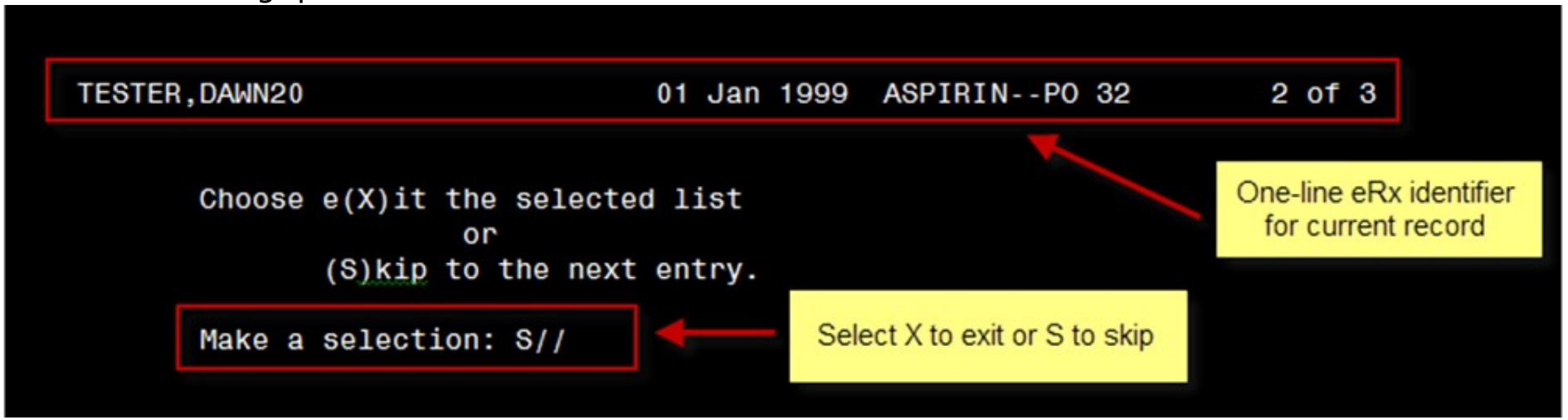
If the user selected **TRANSFERRED TO ANOTHER PHARMACY** as the removal reason, the user must enter descriptive information about the receiving pharmacy.


Removal eRx Entry
eRx Patient
Patient: TESTER,DAWN20
DOB: 01 Jan 1999
DoD ID:
SSN:
Patient Addr:
Sex: FEMALE
City:
St:
Zip:
You have selected a REASON of 'Transferred to another pharmacy'. Please enter a description. Minimum documentation about the receiving pharmacy (Rx): Rx name, Rx phone number, accepting RPh's name, and pharmacy Rx DEA (controls only).
DESCRIPTION:
Enter a description of the Pharmacy the eRx was transferred to
"TRANSFERRED" entered as the Removal REASON
Enter a REASON for removing this eRx from the holding queue display.
Removal REASON: TRANSFERRED TO ANOTHER PHARMACY

eRx Training
e-Prescription Processing – Holding Queue Functionality

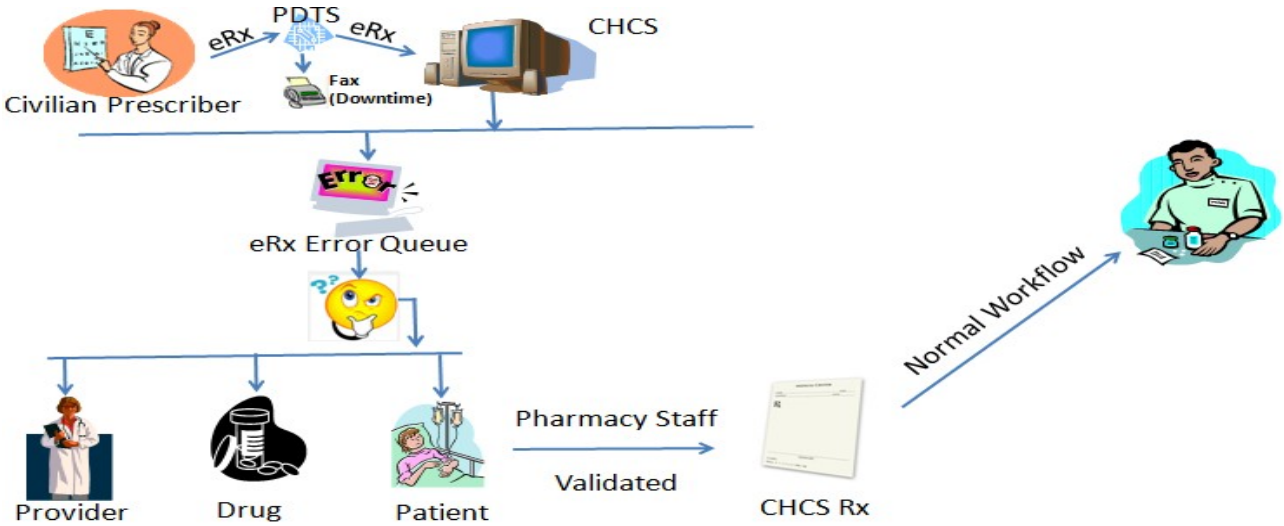
When multiple eRxs are selected and the user enters "^" at any prompt or presses <F10> and selects Abort from the action bar, the user can choose to:

- eXit – return back to the holding queue without validating the current eRx and the remaining selected eRxs
  - eRxs validated prior to selecting eXit, remain validated and no longer available in the holding queue


TESTER,DAWN20 01 Jan 1999 ASPIRIN--PO 32 2 of 3
Choose e(X)it the selected list
or
(S)kip to the next entry.
Make a selection: S//
One-line eRx identifier for current record
Select X to exit or S to skip

Multi-select functionality

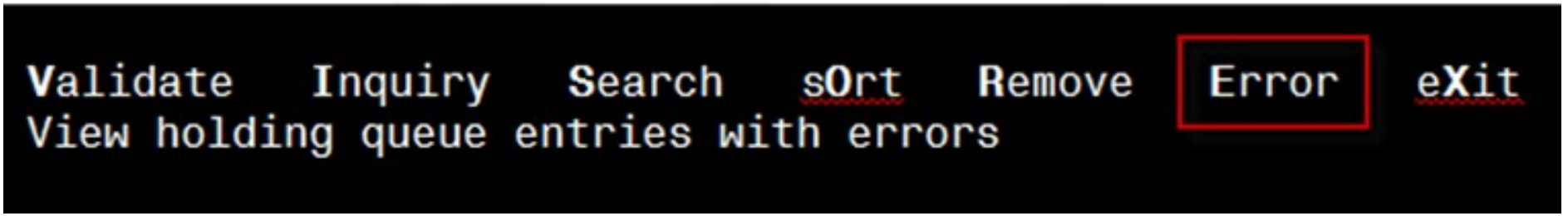
Error function
(eRx Holding Queue)



ERROR Function

An eRx with an error will be transmitted to the Holding Queue with the status of error due to **missing required fields** or **invalid values.**

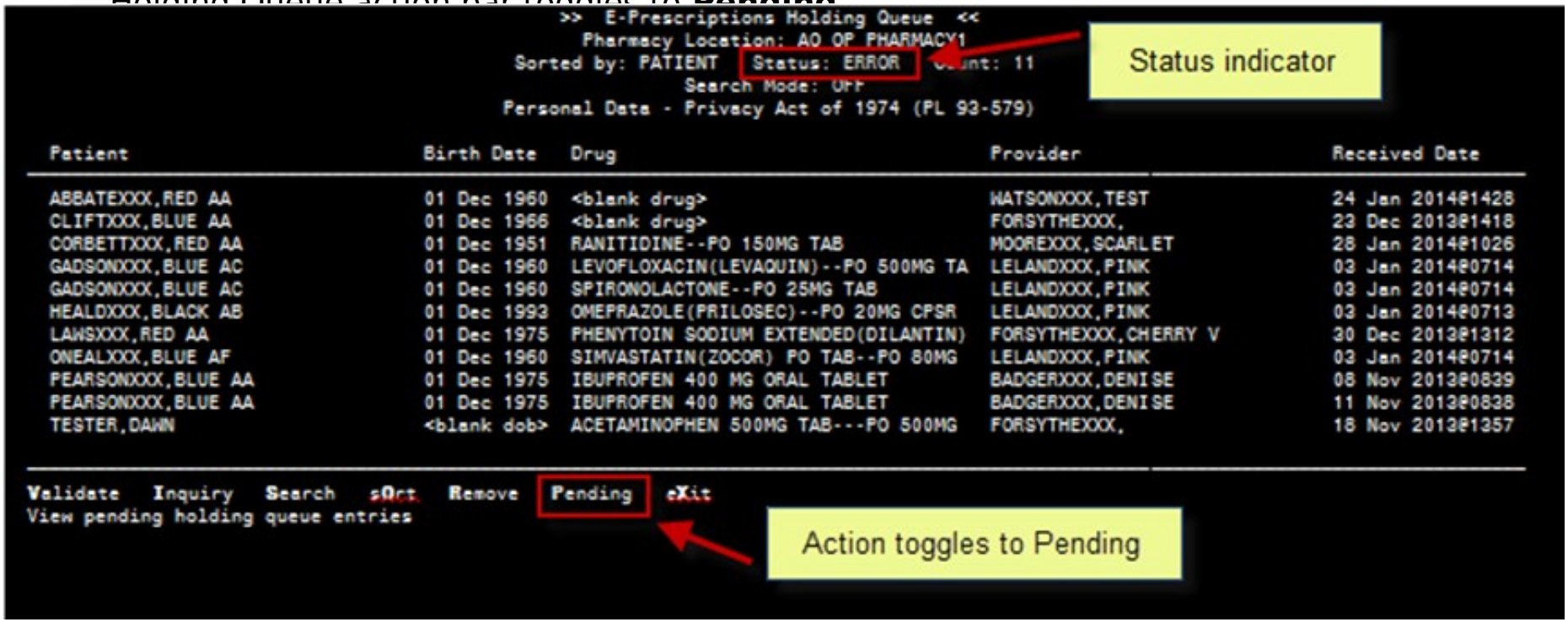
This is different than an eRx in a status of **PENDING**.



eRx Training
e-Prescription Processing – Holding Queue Functionality

Defense Health Agency

After selecting the **Error** action, the Holding Queue displays all eRx in ERROR status. The Holding Queue header indicates the status you are viewing, and the action on the Holding Queue action bar toggles to **Pending**.


>> E-Prescriptions Holding Queue <<
Pharmacy Location: AO OP PHARMACY1
Sorted by: PATIENT Status: ERROR Count: 11
Search Mode: OFF
Personal Data - Privacy Act of 1974 (PL 93-579)
Status indicator
Patient | Birth Date | Drug | Provider | Received Date
ABBATEXXX,RED AA | 01 Dec 1960 | <blank drug> | WATSONXXX,TEST | 24 Jan 2014@1428
CLIFTXXX,BLUE AA | 01 Dec 1966 | <blank drug> | FORSYTHEXXX, | 23 Dec 2013@1418
CORBETTXXX,RED AA | 01 Dec 1951 | RANITIDINE--PO 150MG TAB | MOOREXXX,SCARLET | 28 Jan 2014@1026
GADSONXXX,BLUE AC | 01 Dec 1960 | LEVOFLOXACIN(LEVAQUIN)--PO 500MG TA | LELANDXXX,PINK | 03 Jan 2014@0714
GADSONXXX,BLUE AC | 01 Dec 1960 | SPIRONOLACTONE--PO 25MG TAB | LELANDXXX,PINK | 03 Jan 2014@0714
HEALDXXX,BLACK AB | 01 Dec 1993 | OMEPRAZOLE(PRILOSEC)--PO 20MG CPSR | LELANDXXX,PINK | 03 Jan 2014@0713
LAWSXXX,RED AA | 01 Dec 1975 | PHENYTOIN SODIUM EXTENDED(DILANTIN) | FORSYTHEXXX,CHERRY V | 30 Dec 2013@1312
ONEALXXX,BLUE AF | 01 Dec 1960 | SIMVASTATIN(ZOCOR) PO TAB--PO 80MG | LELANDXXX,PINK | 03 Jan 2014@0714
PEARSONXXX,BLUE AA | 01 Dec 1975 | IBUPROFEN 400 MG ORAL TABLET | BADGERXXX,DENISE | 08 Nov 2013@0839
PEARSONXXX,BLUE AA | 01 Dec 1975 | IBUPROFEN 400 MG ORAL TABLET | BADGERXXX,DENISE | 11 Nov 2013@0838
TESTER,DAWN | <blank dob> | ACETAMINOPHEN 500MG TAB---PO 500MG | FORSYTHEXXX, | 18 Nov 2013@1357
Validate Inquiry Search sOrt Remove Pending eXit
View pending holding queue entries
Action toggles to Pending

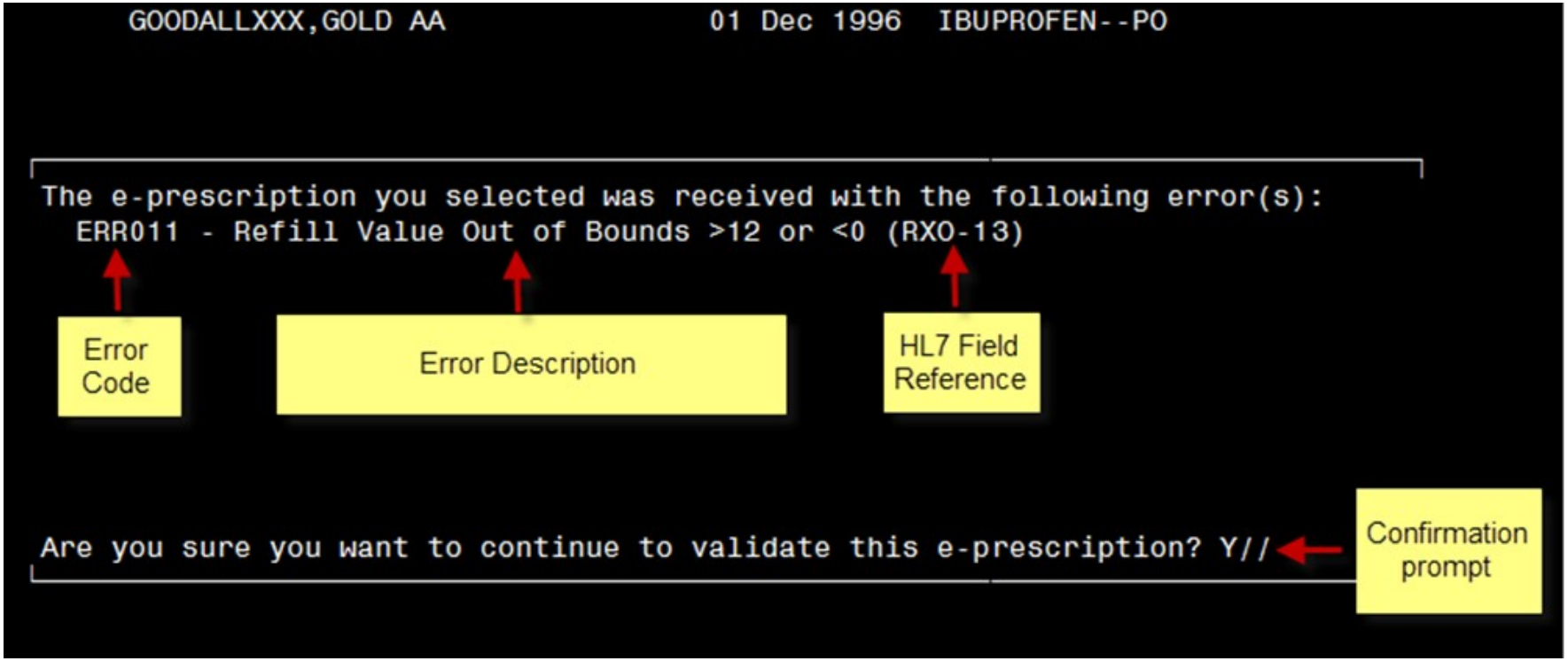
If a patient stated their civilian provider sent an eRx, but it is not on the Pending list, check the list of eRx in ERROR status before calling the civilian provider.

eRx Training
e-Prescription Processing – Holding Queue Functionality

Error Codes

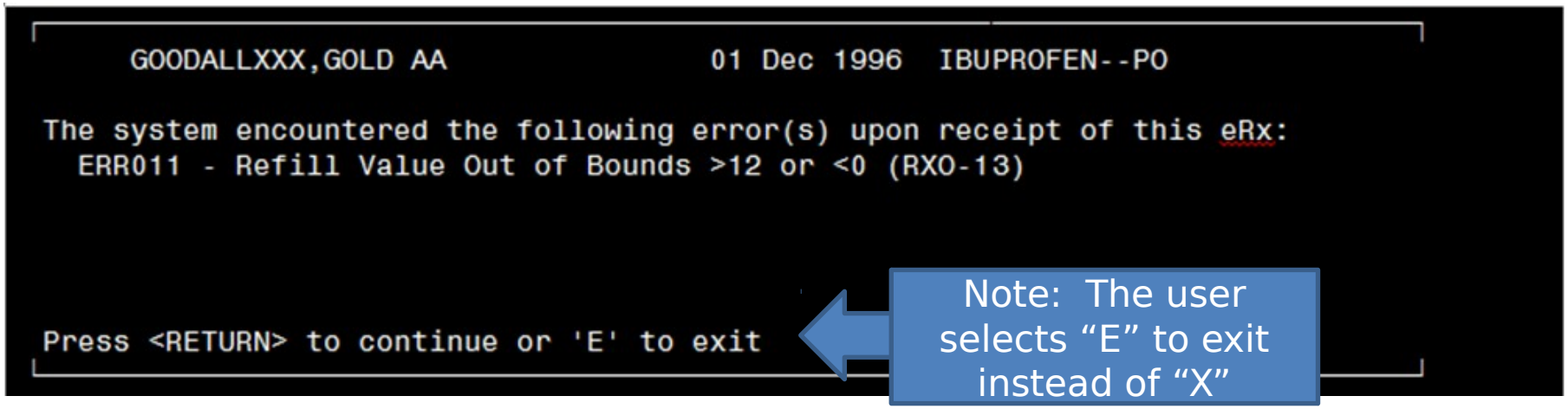
The errors associated with an eRx will display when you select an eRx and choose the **Validate**, **Inquiry**, or **Remove** actions.

Validate selected:


GOODALLXXX,GOLD AA 01 Dec 1996 IBUPROFEN--PO
The e-prescription you selected was received with the following error(s):
ERR011 - Refill Value Out of Bounds >12 or <0 (RXO-13)
Error Code
Error Description
HL7 Field Reference
Are you sure you want to continue to validate this e-prescription? Y//
Confirmation prompt

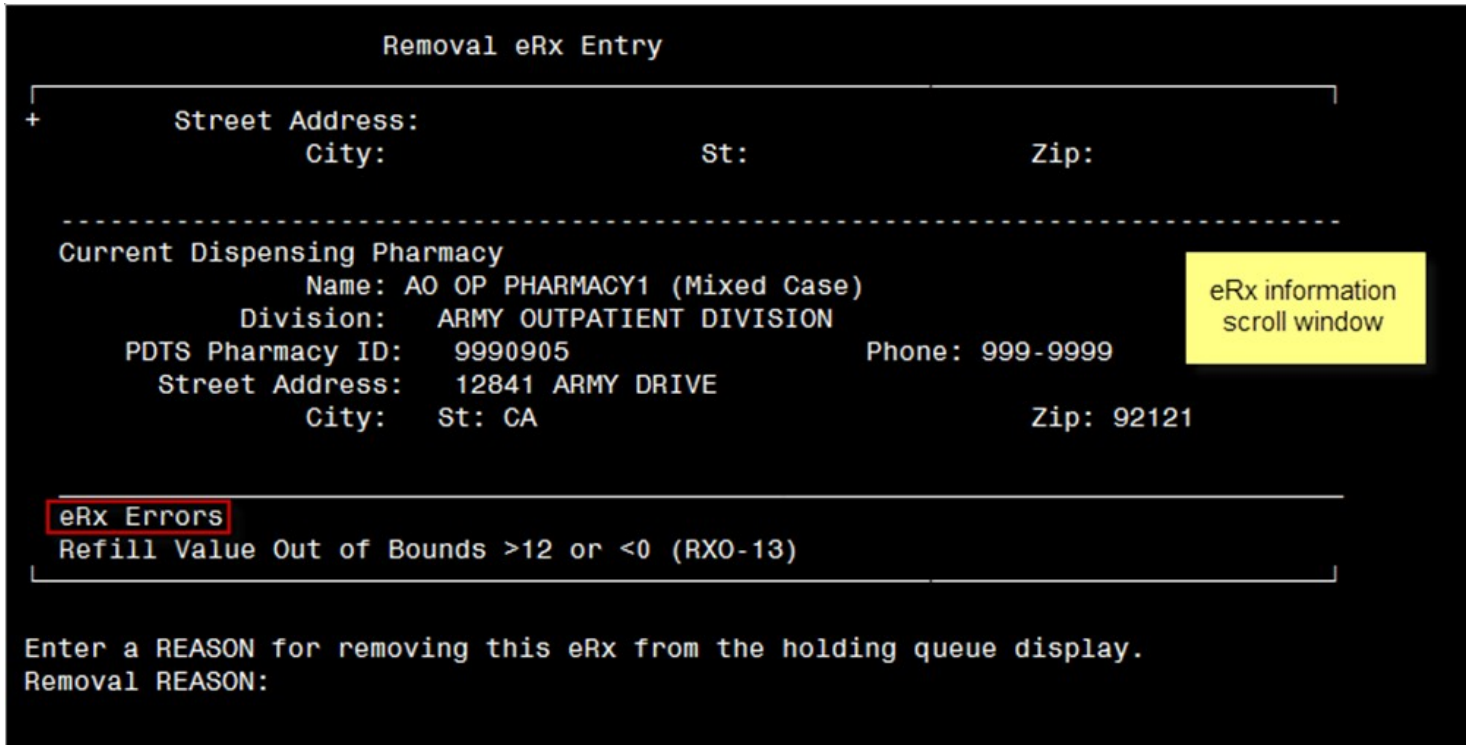
eRx Training
e-Prescription Processing – Holding Queue Functionality

Inquiry selected:


GOODALLXXX,GOLD AA 01 Dec 1996 IBUPROFEN--PO
The system encountered the following error(s) upon receipt of this eRx:
ERR011 - Refill Value Out of Bounds >12 or <0 (RXO-13)
Press <RETURN> to continue or 'E' to exit
Note: The user selects “E” to exit instead of “X”

eRx Training
e-Prescription Processing – Holding Queue Functionality

Remove selected:



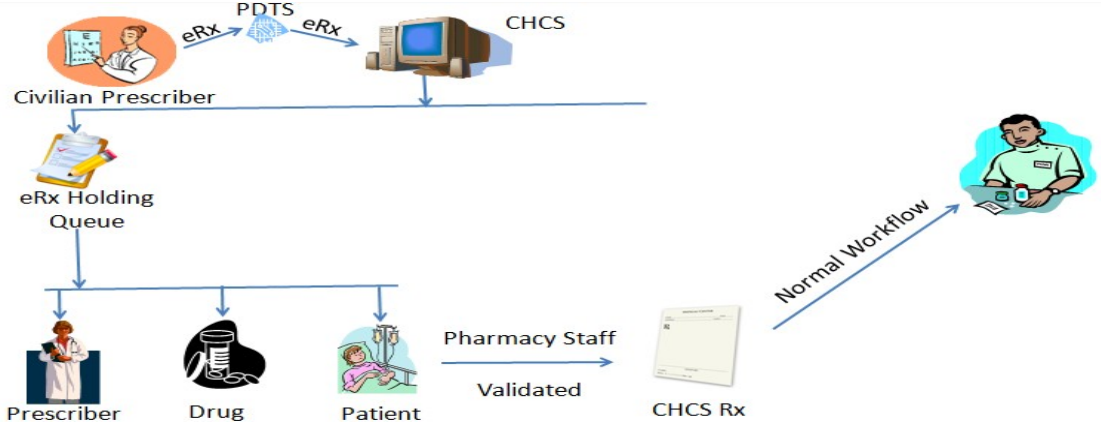
eRx Training
e-Prescription Processing – Holding Queue Functionality

Error Code	Description
ERR001	Missing Patient (PID-5)
ERR002	Missing Patient Sex (PID-8)
ERR003	Provider Order Entry Inactivated
ERR004	Missing Ordering Provider (ORC-12)
ERR005	Missing Drug Name (RXO-1.2)
ERR006	Missing Provider's Administration Instructions (RXO-7)
ERR007	Missing Requested Dispense Amount (RXO-11)
ERR008	Missing Number of Refills (RXO-13)
ERR009	Invalid Value for Allow Substitutions (RXO-9)
ERR010	Invalid Data Type for Date/Time of Birth (PID-7)
ERR011	Refill Value Out of Bounds >12 or <0 (RXO-13)
ERR012	Quantity Value Out of Bounds >9999 or > 2 Decimals (RXO-11)
ERR013	Placer Order Number Missing (ORC-2)
ERR014	Invalid Value for Ordering Provider Id Type Code (ORC-12.13)
ERR015	Date Written Missing (ORC-9)
ERR016	Missing Pharmacy Name (ZST-1.2)
ERR017	Missing Pharmacy NPI (ZST-1.1)
ERR099	[This Error Code is used for other errors not listed above. The Description will vary depending on the condition causing the eRx to be placed in an ERROR status. For example, the Description could be: "Drug DEA schedule is not defined in Prescription Number Maintenance".]

Validate function

(eRx Holding Queue)

eRx Patient *Match Found*

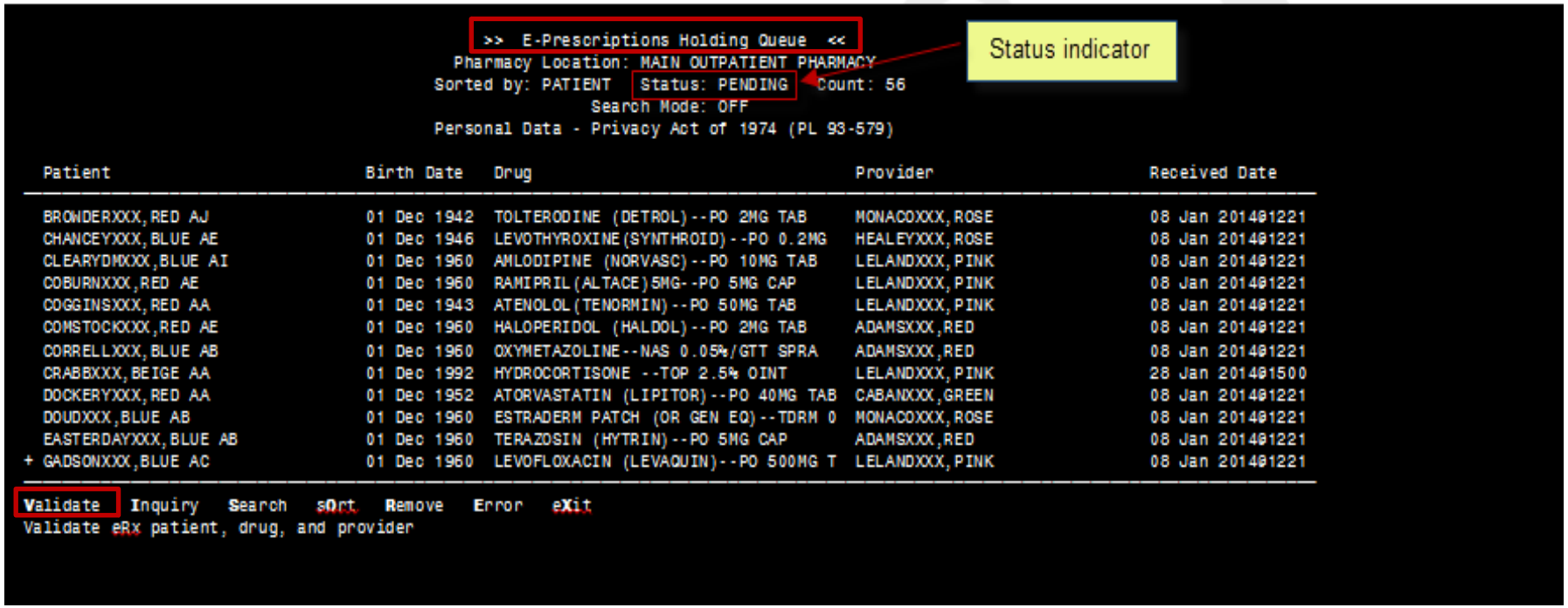


eRx Training
e-Prescription Processing – Validate Action

Defense Health Agency

VALIDATE FUNCTION

When any of the requirements for matching the **patient**, **drug**, or **prescriber** fail during the automated matching process, the e-prescription is instead placed in the eRx Holding Queue for validation by pharmacy personnel. Upon successful validation, a prescription in CHCS is created.


>> E-Prescriptions Holding Queue <<
Pharmacy Location: MAIN OUTPATIENT PHARMACY
Sorted by: PATIENT Status: PENDING Count: 56
Search Mode: OFF
Personal Data - Privacy Act of 1974 (PL 93-579)
Status indicator
Patient | Birth Date | Drug | Provider | Received Date
BROWDERXXX,RED AJ | 01 Dec 1942 | TOLTERODINE (DETROL)--PO 2MG TAB | MONACOXXX,ROSE | 08 Jan 201401221
CHANCEYXXX,BLUE AE | 01 Dec 1946 | LEVOTHYROXINE(SYNTHROID)--PO 0.2MG | HEALEYXXX,ROSE | 08 Jan 201401221
CLEARYDMXXX,BLUE AI | 01 Dec 1960 | AMLODIPINE (NORVASC)--PO 10MG TAB | LELANDXXX,PINK | 08 Jan 201401221
COBURNXXX,RED AE | 01 Dec 1960 | RAMIPRIL(ALTACE)5MG--PO 5MG CAP | LELANDXXX,PINK | 08 Jan 201401221
COGGINSXXX,RED AA | 01 Dec 1943 | ATENOLOL(TENORMIN)--PO 50MG TAB | LELANDXXX,PINK | 08 Jan 201401221
COMSTOCKXXX,RED AE | 01 Dec 1960 | HALOPERIDOL (HALDOL)--PO 2MG TAB | ADAMSXXX,RED | 08 Jan 201401221
CORRELLXXX,BLUE AB | 01 Dec 1960 | OXYMETAZOLINE--NAS 0.05%/GTT SPRA | ADAMSXXX,RED | 08 Jan 201401221
CRABBXXX,BEIGE AA | 01 Dec 1992 | HYDROCORTISONE --TOP 2.5% OINT | LELANDXXX,PINK | 28 Jan 201401500
DOCKERYXXX,RED AA | 01 Dec 1952 | ATORVASTATIN (LIPITOR)--PO 40MG TAB | CABANXXX,GREEN | 08 Jan 201401221
DOUDXXX,BLUE AB | 01 Dec 1960 | ESTRADERM PATCH (OR GEN EQ)--TDRM 0 | MONACOXXX,ROSE | 08 Jan 201401221
EASTERDAYXXX,BLUE AB | 01 Dec 1960 | TERAZOSIN (HYTRIN)--PO 5MG CAP | ADAMSXXX,RED | 08 Jan 201401221
+ GADSONXXX,BLUE AC | 01 Dec 1960 | LEVOFLOXACIN (LEVAQUIN)--PO 500MG T | LELANDXXX,PINK | 08 Jan 201401221
Validate Inquiry Search sOrt Remove Error eXit
Validate eRx patient, drug, and provider

* - Multiple eRx entries may be selected

eRx Training
e-Prescription Processing – Validate Action

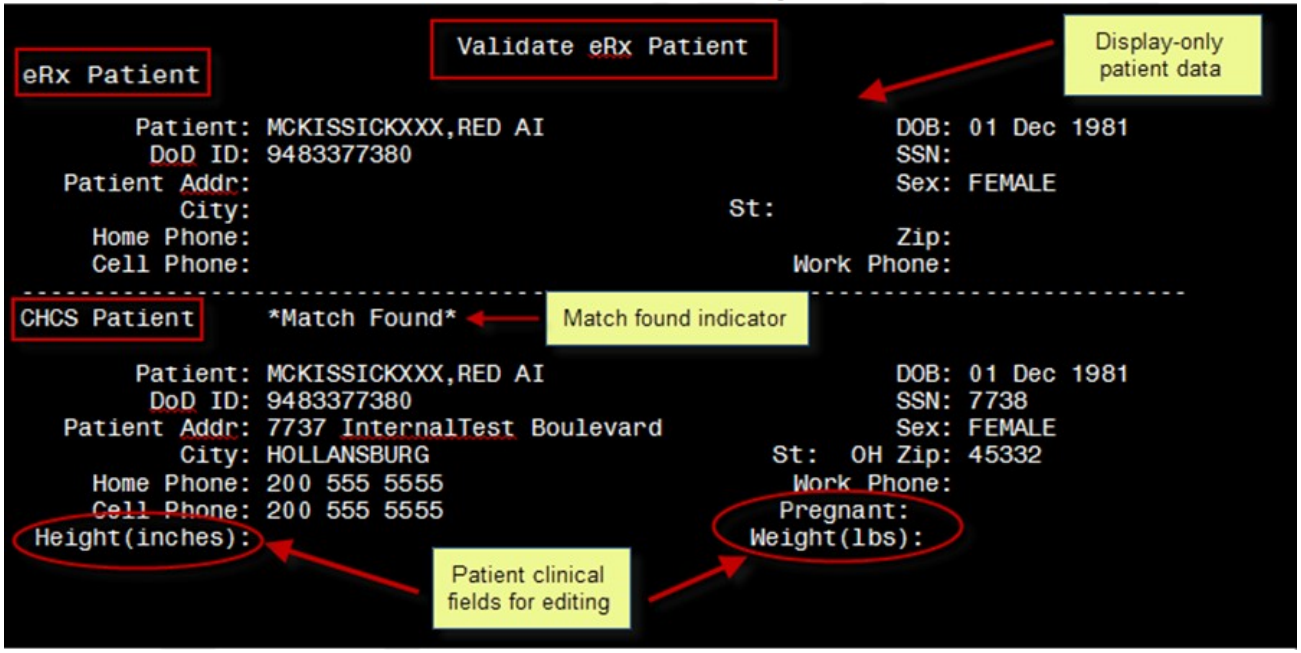
Select an eRx from the Holding Queue and select the Validate action from the Holding Queue action bar. If the system had found a matching patient in CHCS with a complete registration, the **Validate eRx Patient** screen displays with a ***Match Found*** indicator.

Validate the Patient to ensure:

a. eRx Patient matches a patient currently registered in CHCS.

b. Registration for the CHCS patient is complete.

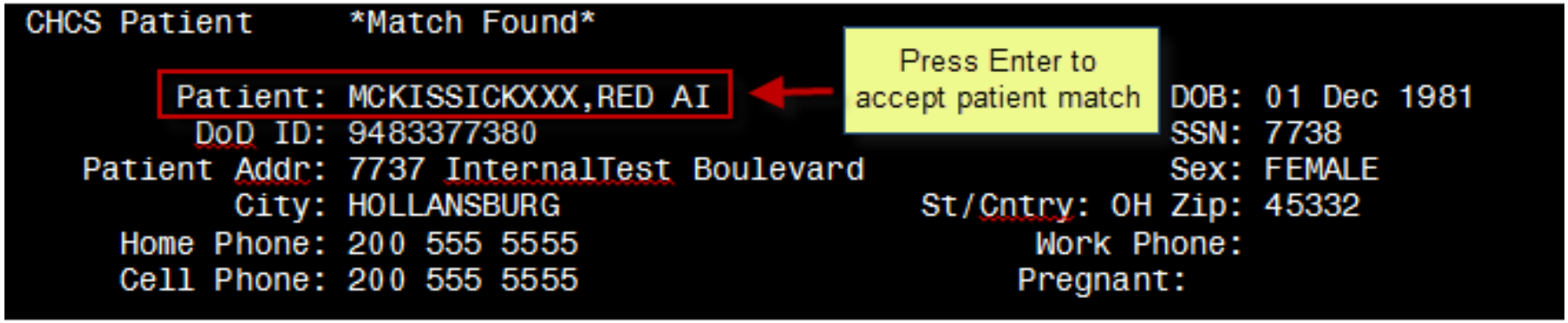
Patient **First and Last Name**, **DOB**, & **gender** must match plus **DoD ID** or **SSN**



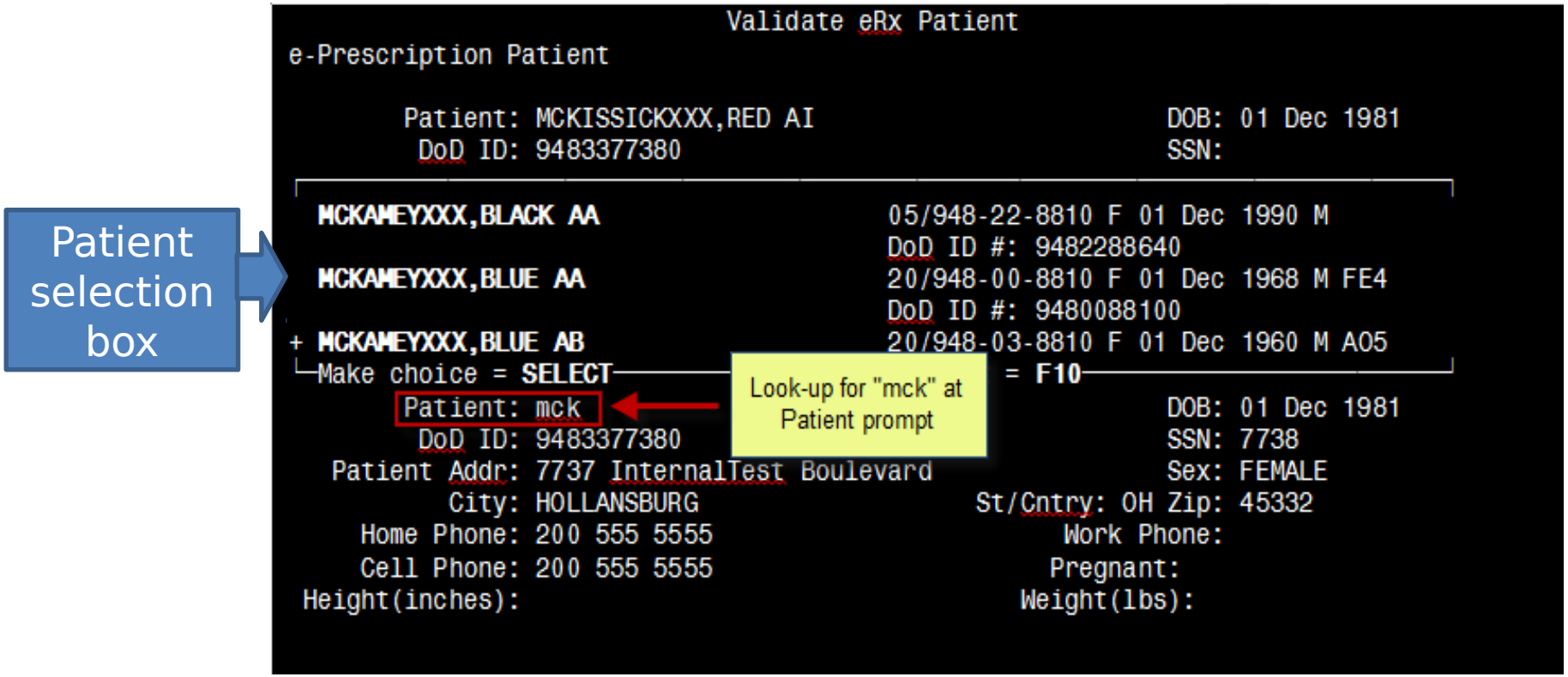
eRx Training
e-Prescription Processing – Validate Action

At the Patient prompt within the CHCS Patient section of the Validate eRx Patient screen:

a. press Enter to accept the matching patient
Or
b. enter patient name to begin a patient look-up to find a different CHCS patient. All standard CHCS patient
look-up methods can be used (Name, DoD ID, SSN, etc.)



eRx Training
e-Prescription Processing – Validate Action

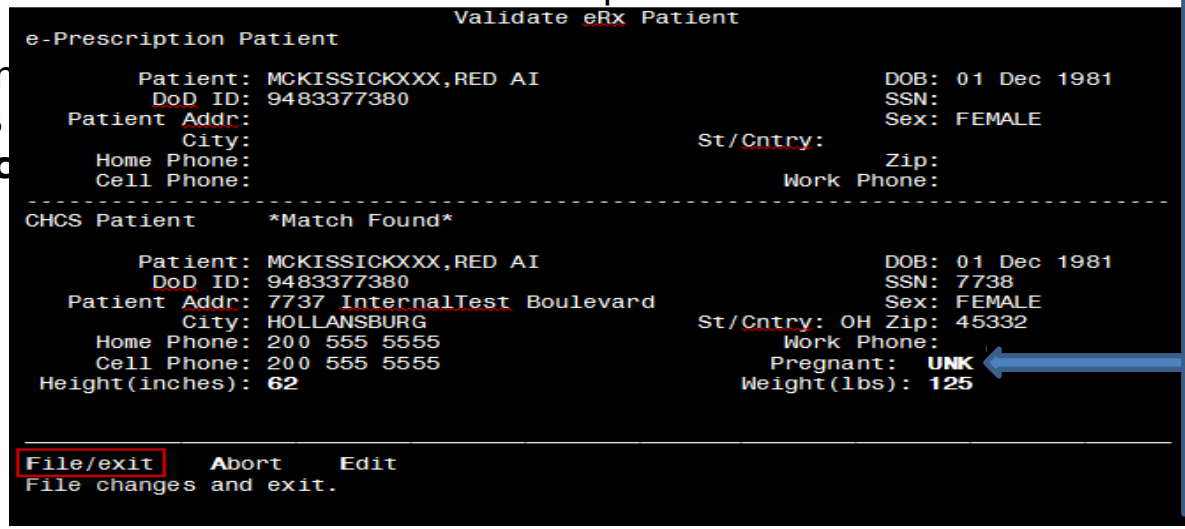


eRx Training
e-Prescription Processing – Validate Action

After accepting or selecting a CHCS patient, you are taken to the patient's clinical fields for editing, as applicable.

- **Pregnant** – This field displays for female patients. It can have a value of Yes, No or Unknown.
- **Height (inches)** – This is the patient's height in inches.
- **Weight (lbs)** – This is the patient's weight in pounds.
- **Gestational Age** – This field displays if the patient is less than 2 years of age. It is the estimated age of the child at birth, usually reported in weeks and based on the date of the last menstrual period.

To cor
**(This
presc**



The Pregnant and Gestational age fields occupy the same space on the screen Visibility is dependent on the patient age and gender

Validate function

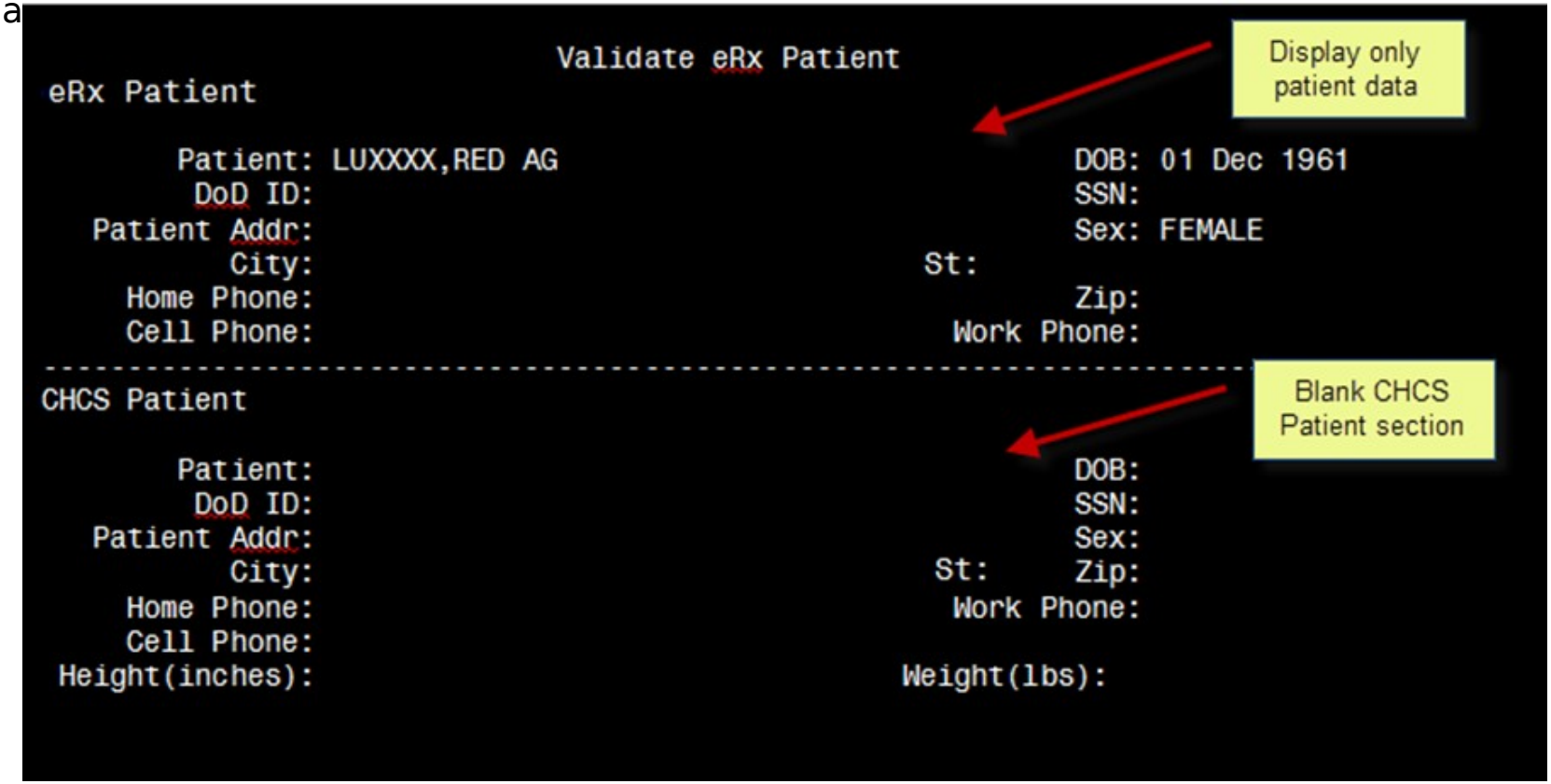
(eRx Holding Queue)

eRx Patient Match Not Found

eRx Training
e-Prescription Processing – Validate Action

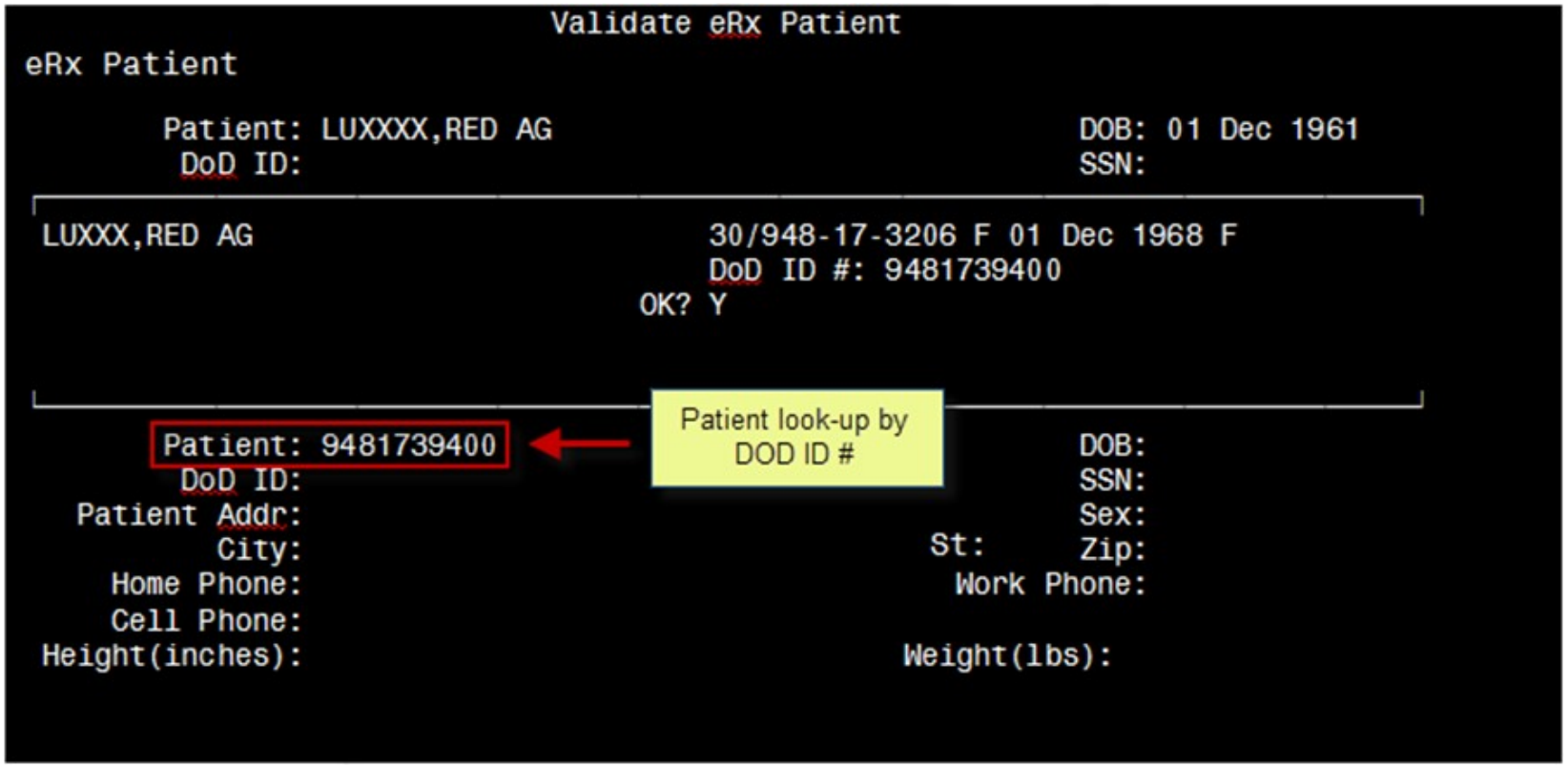
Patient Match Not Found

When an exact patient match in CHCS is not found, the **Validate eRx Patient** screen displays with patient information from the e-prescription but the **CHCS Patient** section is bla



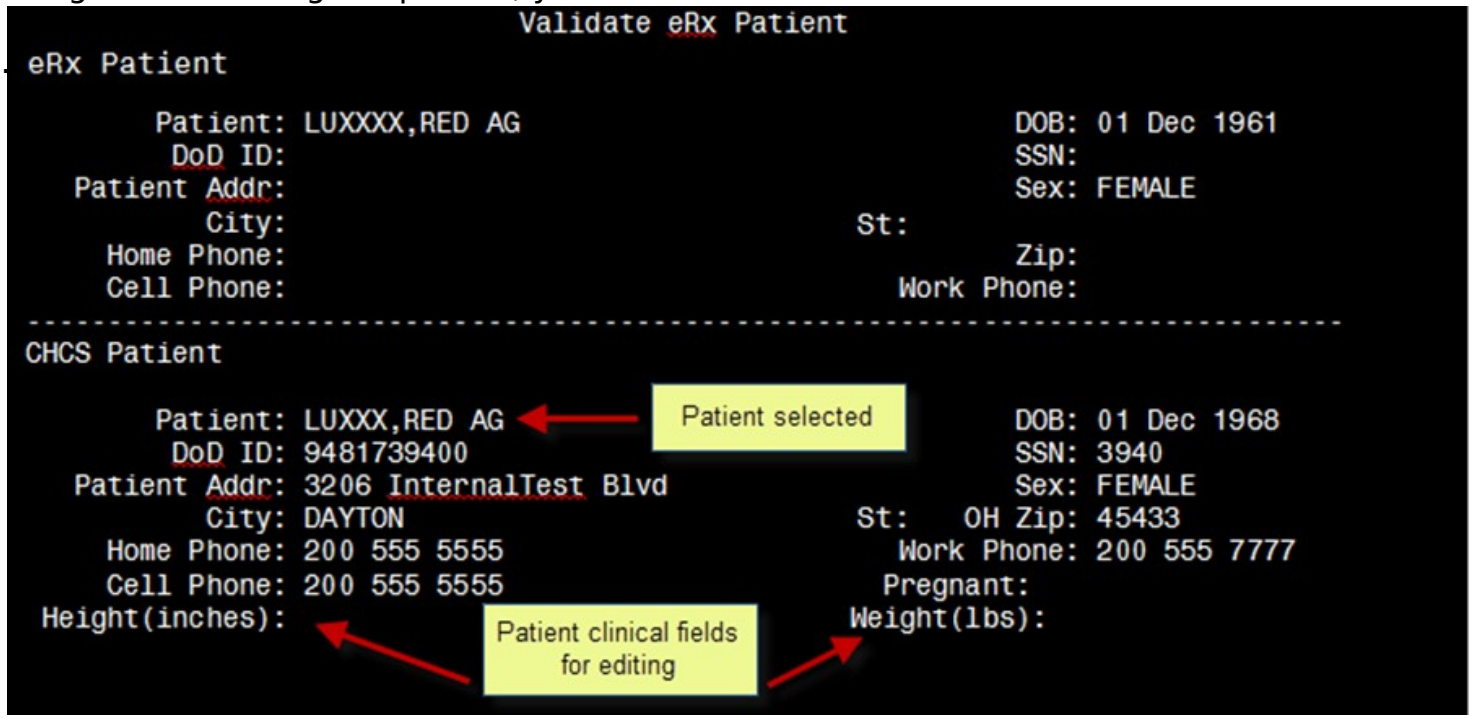
eRx Training
e-Prescription Processing – Validate Action

- At the Patient prompt within the **CHCS Patient** section of the **Validate eRx Patient** screen, do a patient look-up to find a matching patient in CHCS.
- All standard CHCS patient look-up methods can be used **(Name, DoD ID**, or **SSN**).



eRx Training
e-Prescription Processing – Validate Action

- After selecting a CHCS patient, the system retrieves the patient demographics and populates the other fields in the CHCS patient .
- If the patient's CHCS registration is complete the user can continue to edit the patient's clinical fields.
- Before filing and validating the patient, you can use the **Edit** action to search for a different **CHCS Patient** or to edit fields.



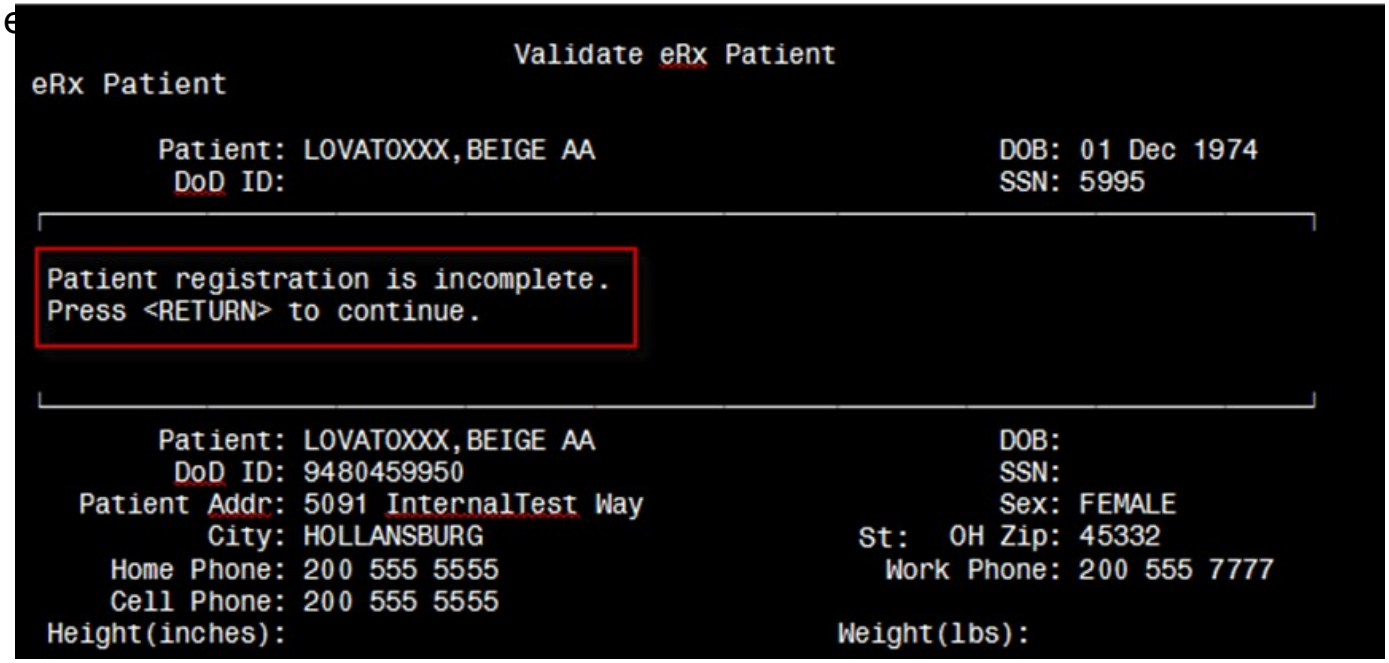
- Complete the patient validation process by selecting select **File/exit.**

Validate function
(eRx Holding Queue)
CHCS Patient Registration Incomplete

eRx Training
e-Prescription Processing – Holding Queue Functionality

Patient Registration Incomplete

- After selecting the CHCS Patient, if the registration is incomplete a **Patient registration** is **incomplete** message will display.
- A registration is incomplete if it is **missing** values for **SSN**, **DOB**, **Gende**r or **PATCAT**.
- You will not be able to continue the validation process with that CHCS patient if the patie



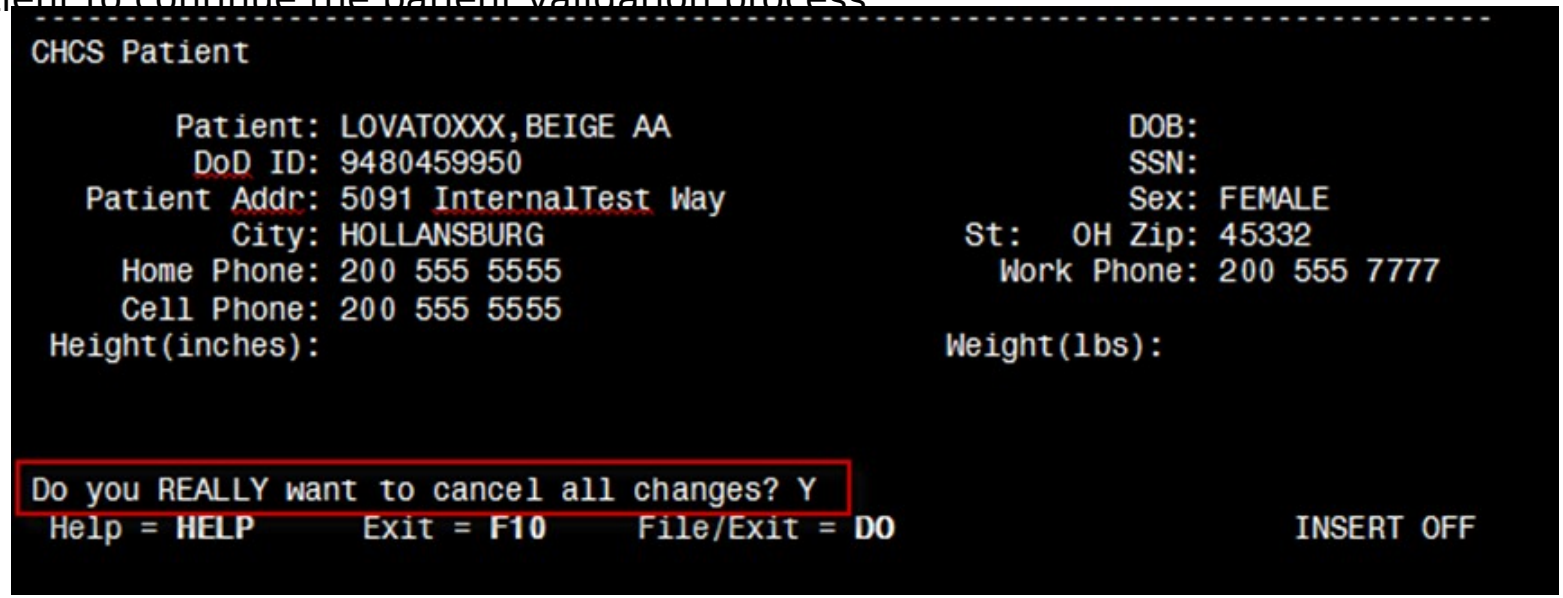
Patient Registration Incomplete

A confirmation prompt displays asking if you want to cancel all changes.

Yes is the default response. Proper patient registration must be completed by appropriate MTF personnel in order to proceed and validate the patient for the eRx in question.

Or

Enter **No** and press Enter to return to the **CHCS Patient** section of the **Validate eRx Patient** screen. You can perform another patient look-up and select a different CHCS patient to continue the patient validation process.

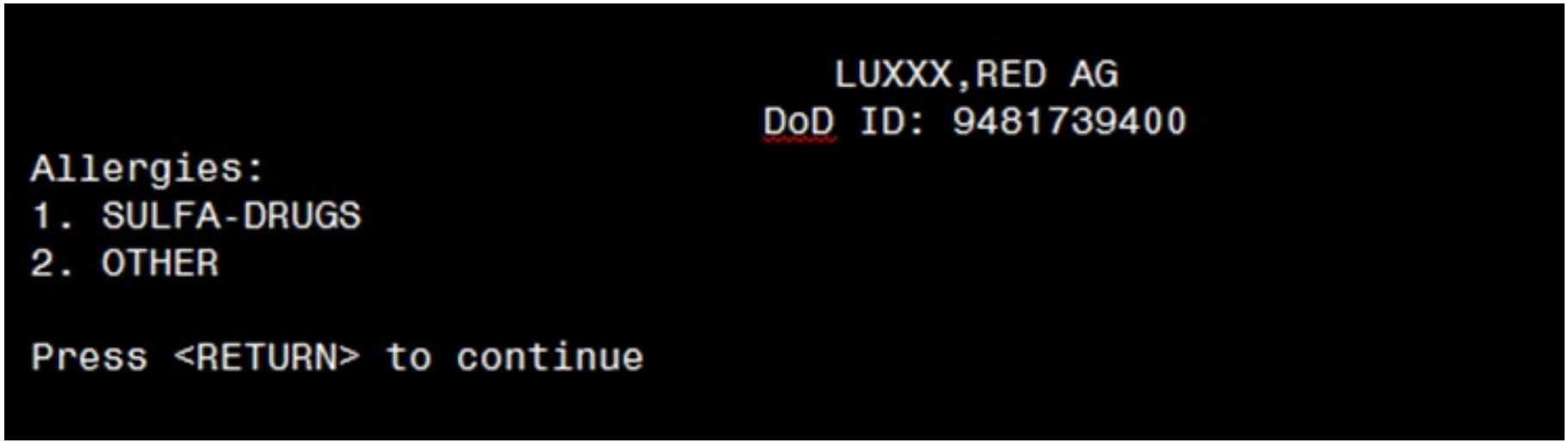


Validate function
(eRx Holding Queue)
Patient Allergy Review

eRx Training
e-Prescription Processing – Patient Allergy Review

Patient Allergy Display

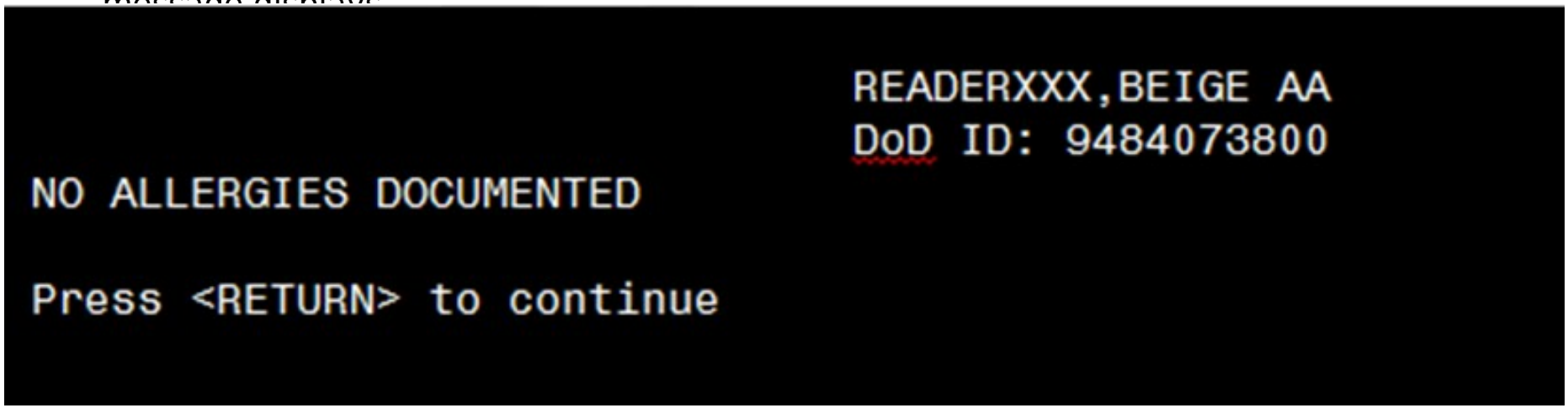
Once you file the patient data, the patent's allergies display to the screen for review.



eRx Training
e-Prescription Processing – Patient Allergy Review

Patient Allergy Display

If the patient has no allergies, a "**No Allergies Documented**" message displays.

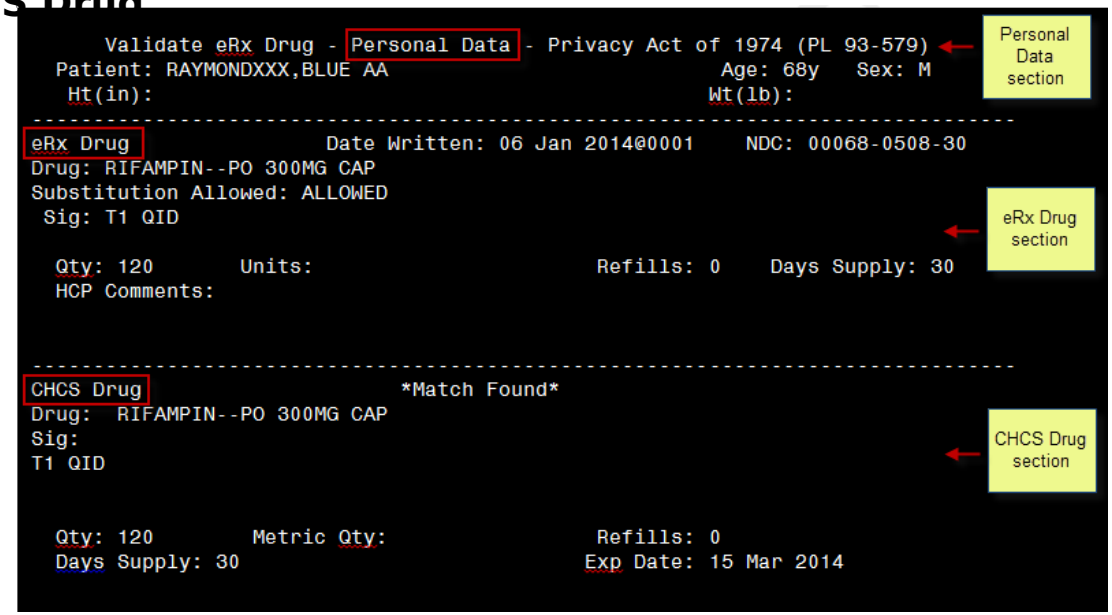


Press **Enter** to continue and the **Validate eRx Drug** screen displays.

Validate function
(eRx Holding Queue)
eRx Drug Validation

eRx Training
e-Prescription Processing – Validate eRx Drug

The Validate eRx Drug screen has three main sections: **Personal Data**, **eRx Drug** and **CHCS Drug**.



1. The **Personal Data** section contains the selected (from validate patient) CHCS patient name, age, sex (gender), and the patient's clinical data—height, weight, pregnancy flag, and gestational age—as applicable. If the patient has no clinical data entered in CHCS, the fields display with no values.
2. The **eRx Drug** section displays the e-prescription information for the **drug** and other **prescription data** received. All eRx Drug fields are display only and cannot be edited.
3. The CHCS Drug section displays the CHCS drug if matched along with the *Match Found* indicator. If the eRx drug was not automatically matched to a CHCS drug, the drug field is blank

eRx Training
e-Prescription Processing – Validate eRx Drug

The **CHCS Drug** section displays the CHCS drug (if matched), a ***Match Found*** indicator displays and prescription fields are populated with the eRx prescription data.

- If the eRx drug was not automatically matched to a CHCS drug, the drug field is blank.

The **CHCS Drug** section includes calculated fields for Metric Quantity, Expiration Date and Days Supply.

- All fields in this section can be edited except Metric Quantity

eRx Training
e-Prescription Processing – Validate eRx Drug

Within the **eRx Drug** section there are two potential values for Substitution: **ALLOWED** or **NOT ALLOWED**.

The system sets the Substitution Allowed field to ALLOWED if anything other than NOT

```
eRx Drug                Date Written: 06 Jan 2014@0001    NDC: 00068-0508-30
Drug: RIFAMPIN--PO 300MG CAP
Substitution Allowed: ALLOWED
 Sig: T1 QID

  Qty: 120       Units:                      Refills: 0    Days Supply: 30
  HCP Comments:
```

eRx Drug Section

```
eRx Drug                Date Written: 07 Jan 2014@0001    NDC: 00108-5026-18
Drug: CIMETIDINE (TAGAMET)--PO 400MG TAB
Substitution Allowed: NOT ALLOWED
 Sig: T1 TAB TID

  Qty: 60        Units:                      Refills: 2    Days Supply: 30
  HCP Comments:
```

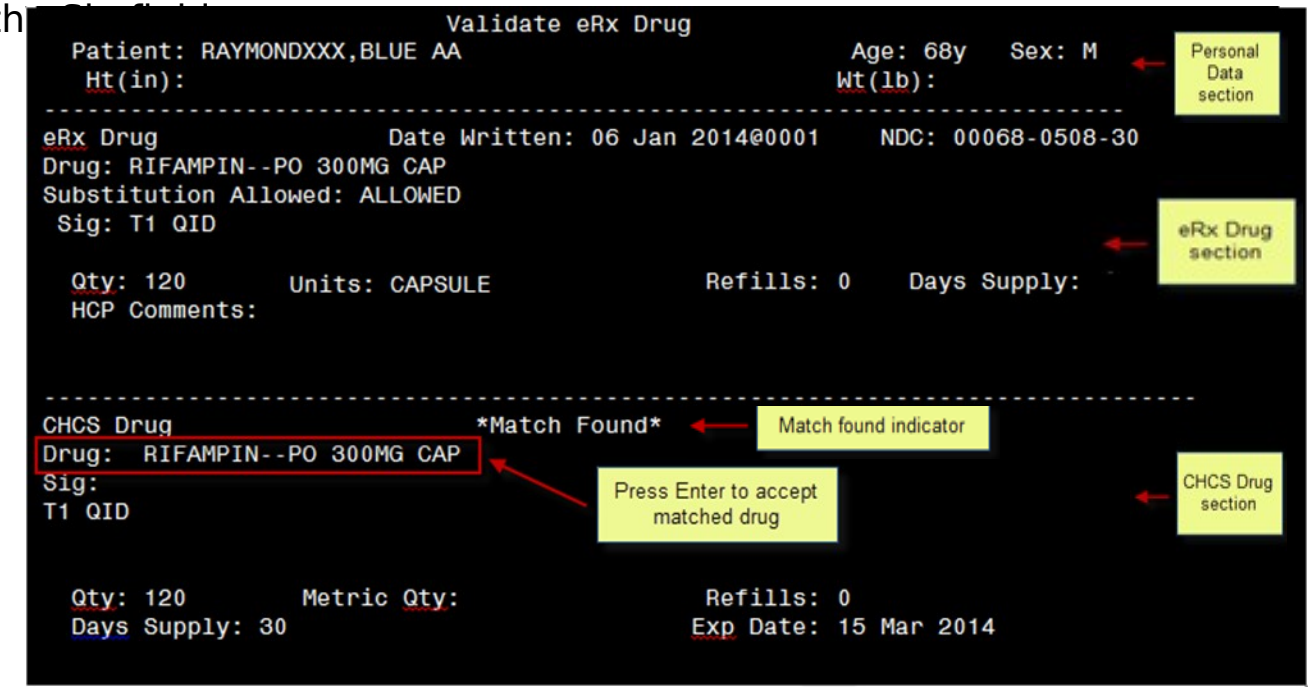
eRx Drug Section

eRx Training
e-Prescription Processing – Validate eRx Drug

Validate eRx Drug Drug Match Found

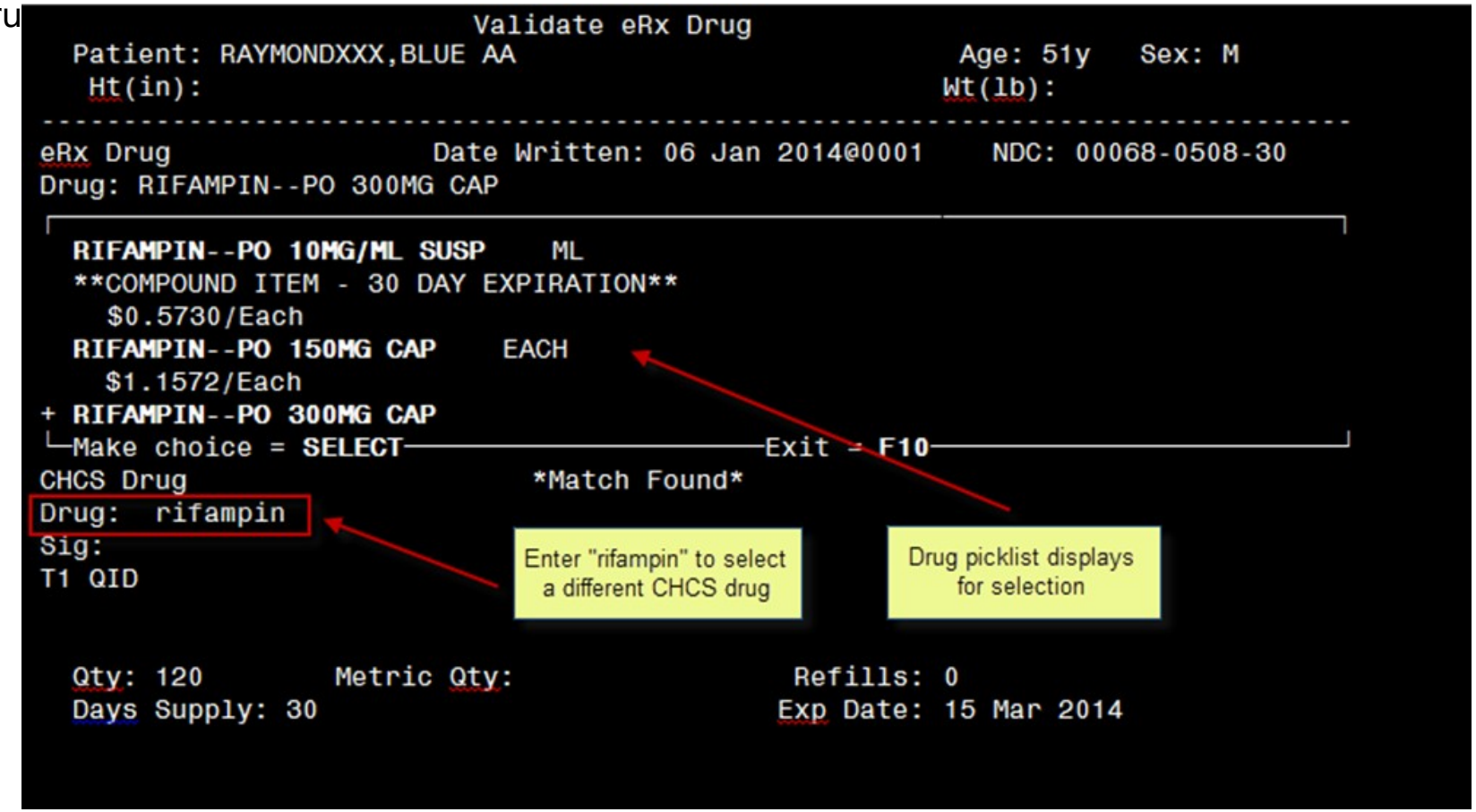
When a matching CHCS drug is found, the **CHCS Drug** section automatically populates with the CHCS drug and prescription fields are populated with the eRx prescription data. The **CHCS Drug** section displays with a ***Match Found*** indicator.

At the Drug prompt in the **CHCS Drug** section, press ***Enter*** to accept the matched drug and continue to th



eRx Training
e-Prescription Processing – Validate eRx Drug

Alternately, at the **Drug** prompt the user may perform a drug look-up to select another dru

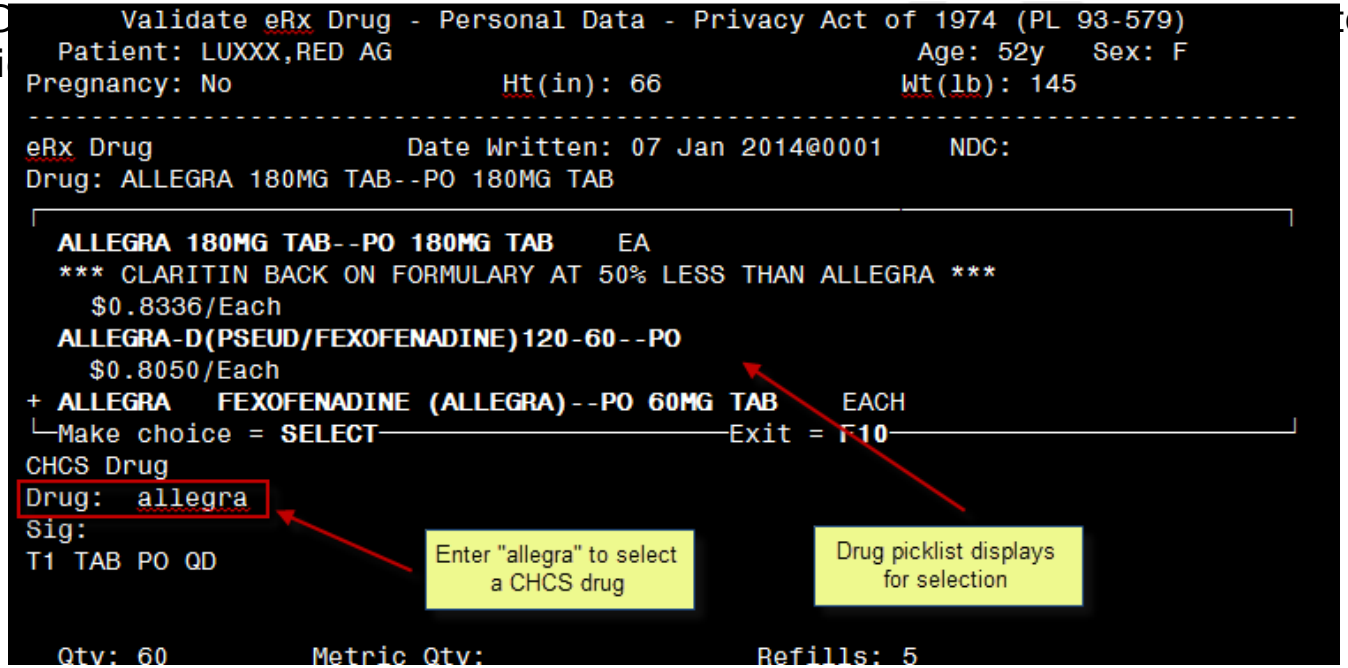


Validate eRx Drug – Drug Match Not Found

When the system cannot find a matching CHCS drug based on the NDC and defined criteria, the Drug field will be blank in the **CHCS Drug** section and manual selection of a CHCS drug will be required to validate the eRx drug.

At the Drug prompt, perform a drug look-up to select a drug.

The C…to that of the **Sig** fi…



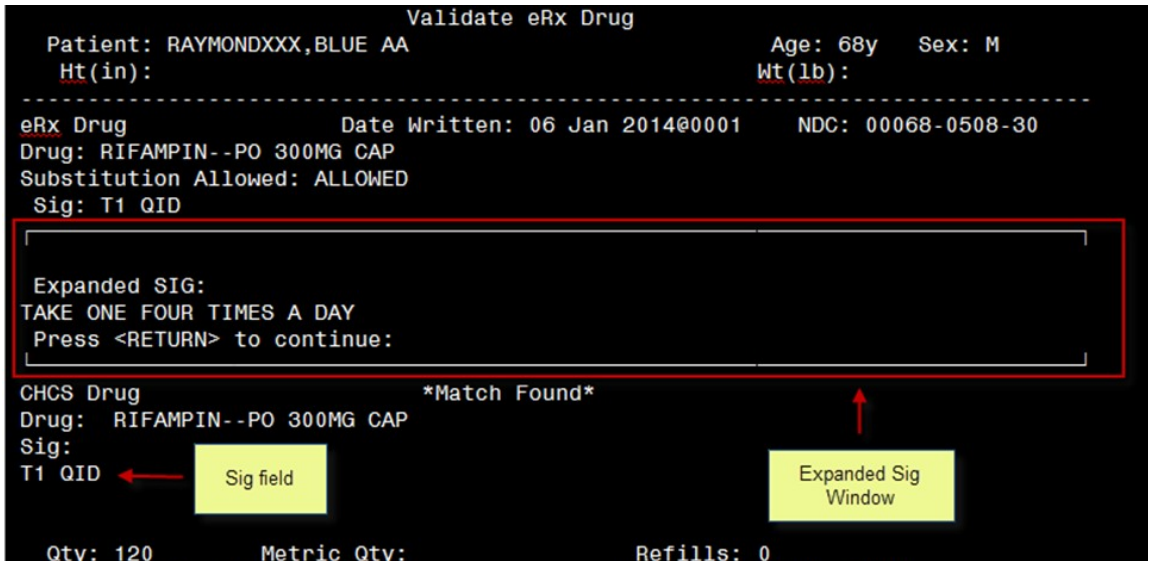
Validate function
(eRx Holding Queue)
eRx Sig Validation

eRx Training
e-Prescription Processing – Validate eRx Sig

Defense Health Agency

Complete eRx Drug Validation – Sig Field Validation

At the Sig field, press **Enter** to view the Expanded Sig window.



- **Unable to expand Sig** – If the short Sig codes in the eRx Sig field do not match existing CHCS short Sig codes, the system does not expand the Sig and displays the eRx Sig as it was received.
- **Expanded Sig** – If the eRx contains short Sig codes that match CHCS short Sig Codes, the system expands the Sig in the Expanded Sig window.

Note: The short Sig codes in the civilian provider's system may differ from those contained in CHCS; therefore, you should carefully review the Sig and Expanded Sig.

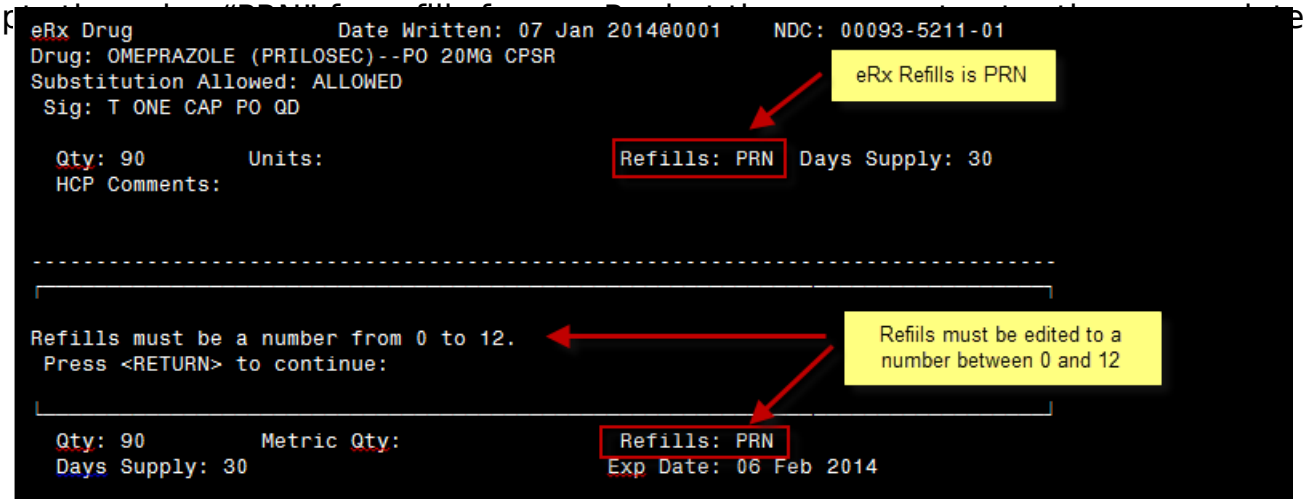
eRx Training
e-Prescription Processing – Validate eRx Sig

After viewing the Expanded Sig, press ***Enter*** to continue to the next prescription field.

Note: If you determine the Sig should be edited, use the back-arrow key to return to the Sig field and edit the Sig. After entering the new Sig and pressing ***Enter***, the Expanded Sig window will display again with the new Expanded Sig. Press ***Enter*** to continue to the next prescription field.

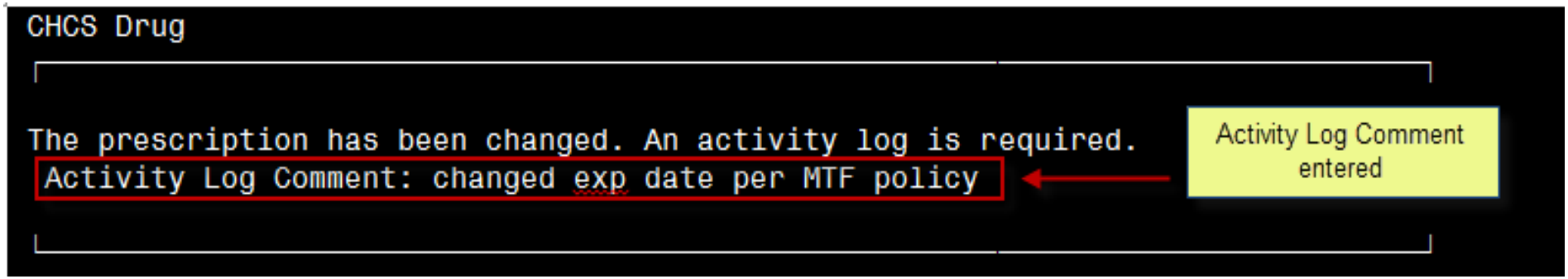
To edit quantity, refills, days' supply or expiration date, move to the field and edit the value.

- CHCS accep[illegible] numerical value


eRx Drug Date Written: 07 Jan 2014@0001 NDC: 00093-5211-01
Drug: OMEPRAZOLE (PRILOSEC)--PO 20MG CPSR
Substitution Allowed: ALLOWED
Sig: T ONE CAP PO QD
Qty: 90 Units: Refills: PRN Days Supply: 30
HCP Comments:
eRx Refills is PRN
Refills must be a number from 0 to 12.
Press <RETURN> to continue:
Refills must be edited to a number between 0 and 12
Qty: 90 Metric Qty: Refills: PRN
Days Supply: 30 Exp Date: 06 Feb 2014

eRx Training
e-Prescription Processing – Validate eRx Sig

If any fields in the **CHCS Drug** section were edited, including Drug, you will be prompted to enter an Activity Log Comment after filing the eRx.


CHCS Drug
The prescription has been changed. An activity log is required.
Activity Log Comment: changed exp date per MTF policy
Activity Log Comment entered

Validate function

eRx Holding Queue

eRx Provider Validation

eRx Training
e-Prescription Processing – Validate Provider

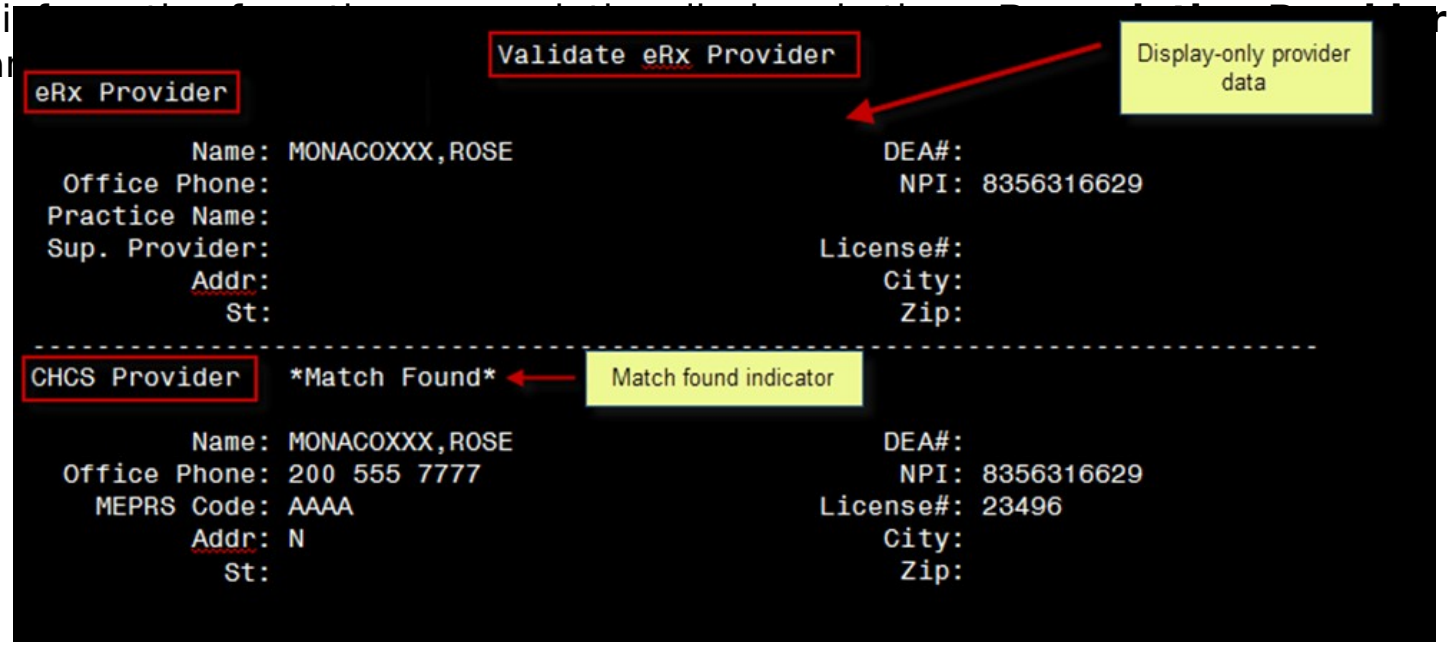
Validate Provider

The final step within the eRx validation process is to validate the Provider.

Provider Match Found (DEA, NPI, License Number)

After verifying the patient and drug, if the system finds a matching provider in CHCS, the **Validate eRx Provider** screen displays with a ***Match Found*** indicator in the **CHCS Provider** section of the eRx validation screen.

Provider i
section ar

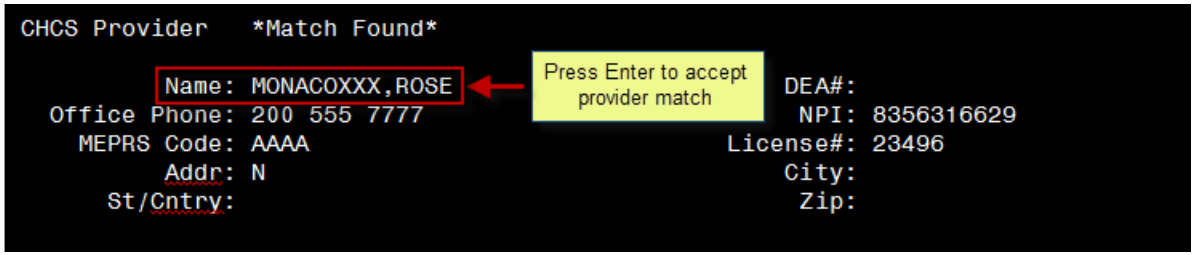


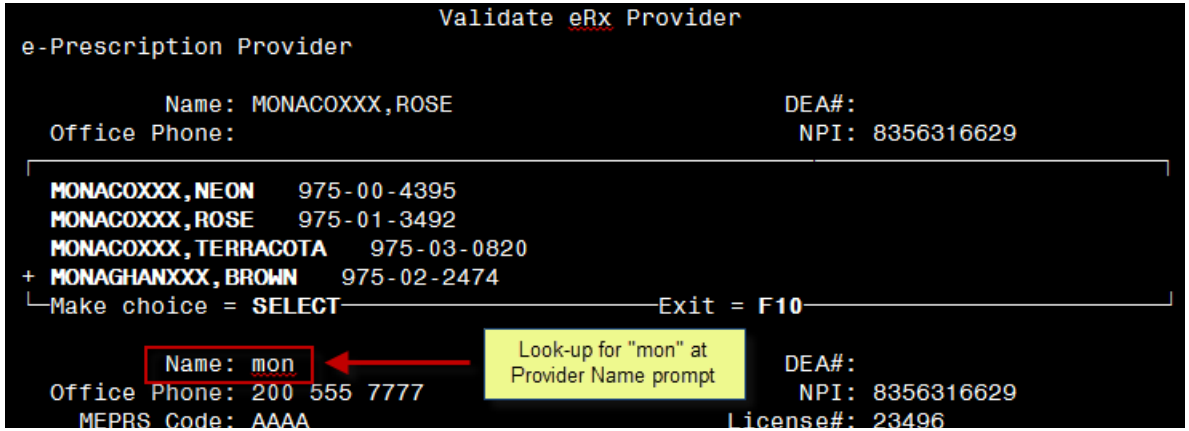
eRx Training
e-Prescription Processing – Validate Provider

At the Name prompt within the CHCS Provider section of the Validate eRx Provider screen, press **Enter** to accept the matching provider.

Or

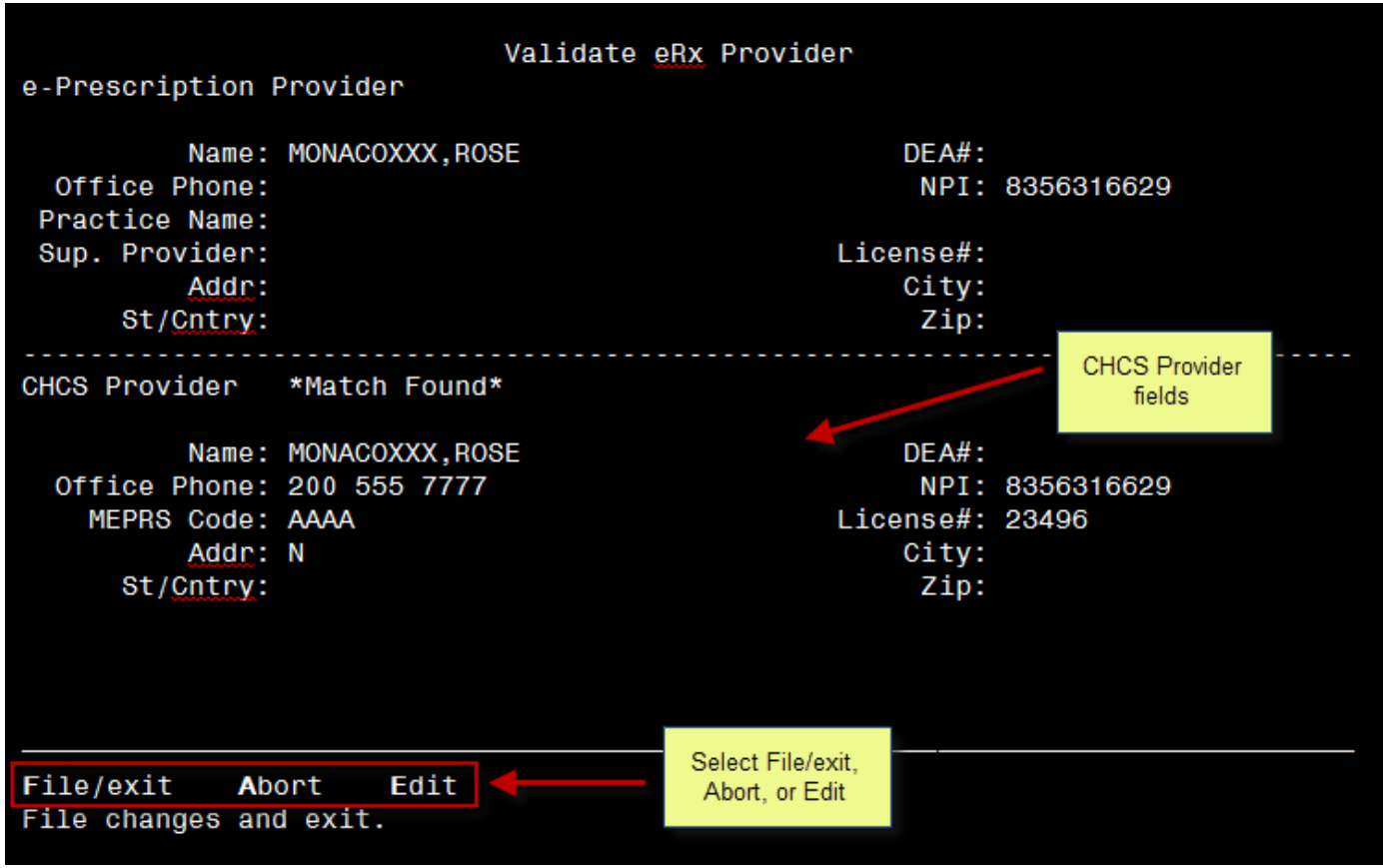
Do a provider look-up to find a different matching provider in CHCS. All standard CHCS provider look-up methods can be used (Name, Provider identifier (DEA), SSN, etc.)





eRx Training
e-Prescription Processing – Validate Provider

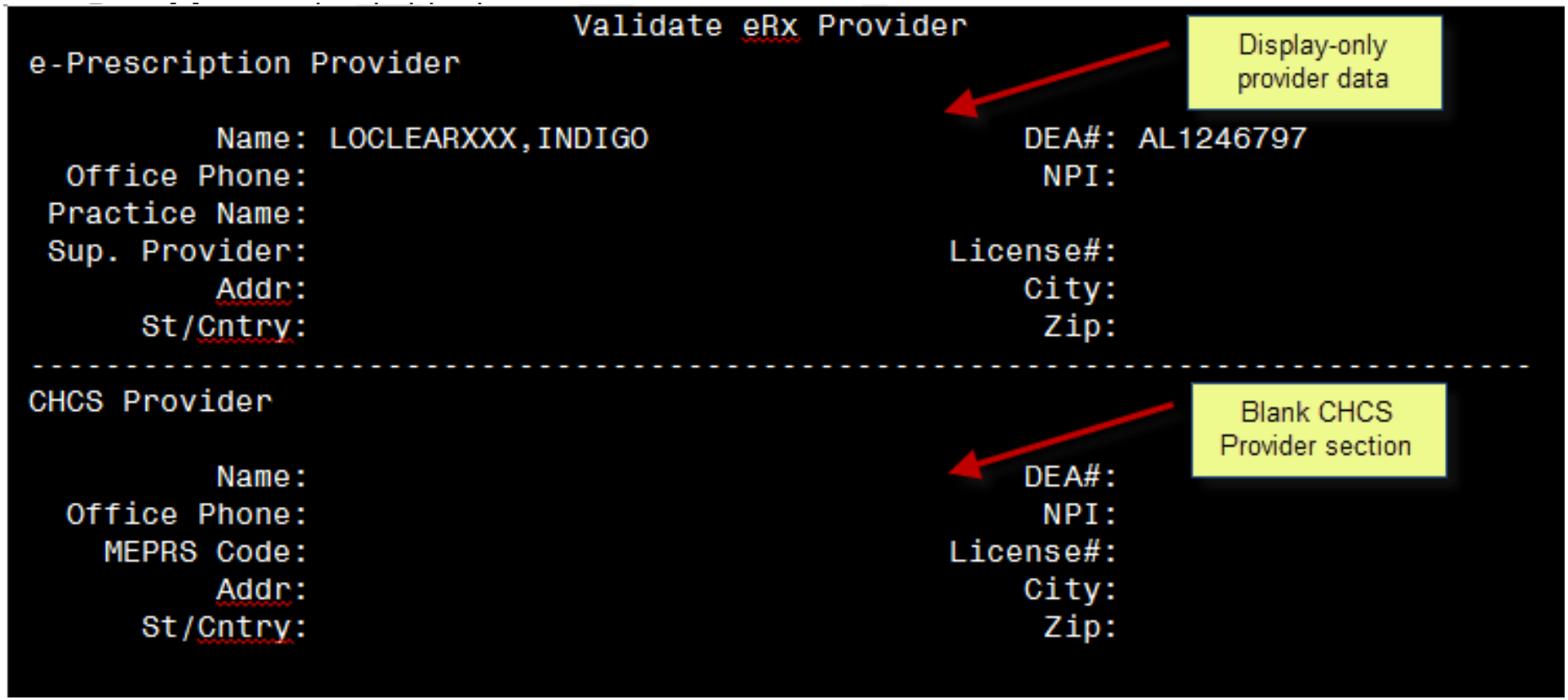
After accepting or selecting a CHCS provider, the CHCS provider fields are presented for review to complete the provider validation process.



eRx Training
e-Prescription Processing – Validate Provider

Validate Provider – Provider Match Not Found

When an exact provider match in CHCS is not found, the **Validate eRx Provider** screen displays with provider information from the e-prescription but the **CHCS**

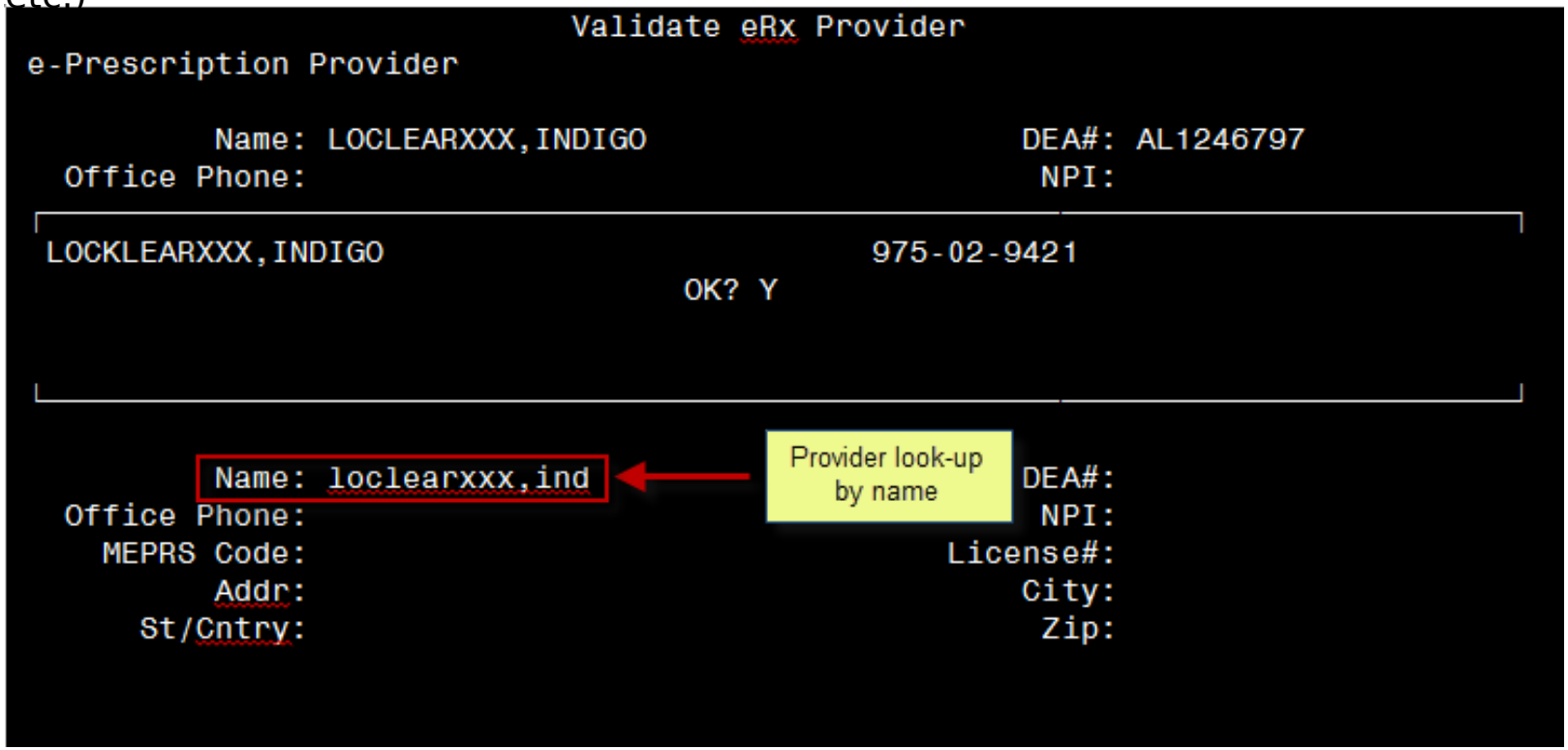


eRx Training
e-Prescription Processing – Validate Provider

Defense Health Agency

Validate Provider – Provider Match Not Found

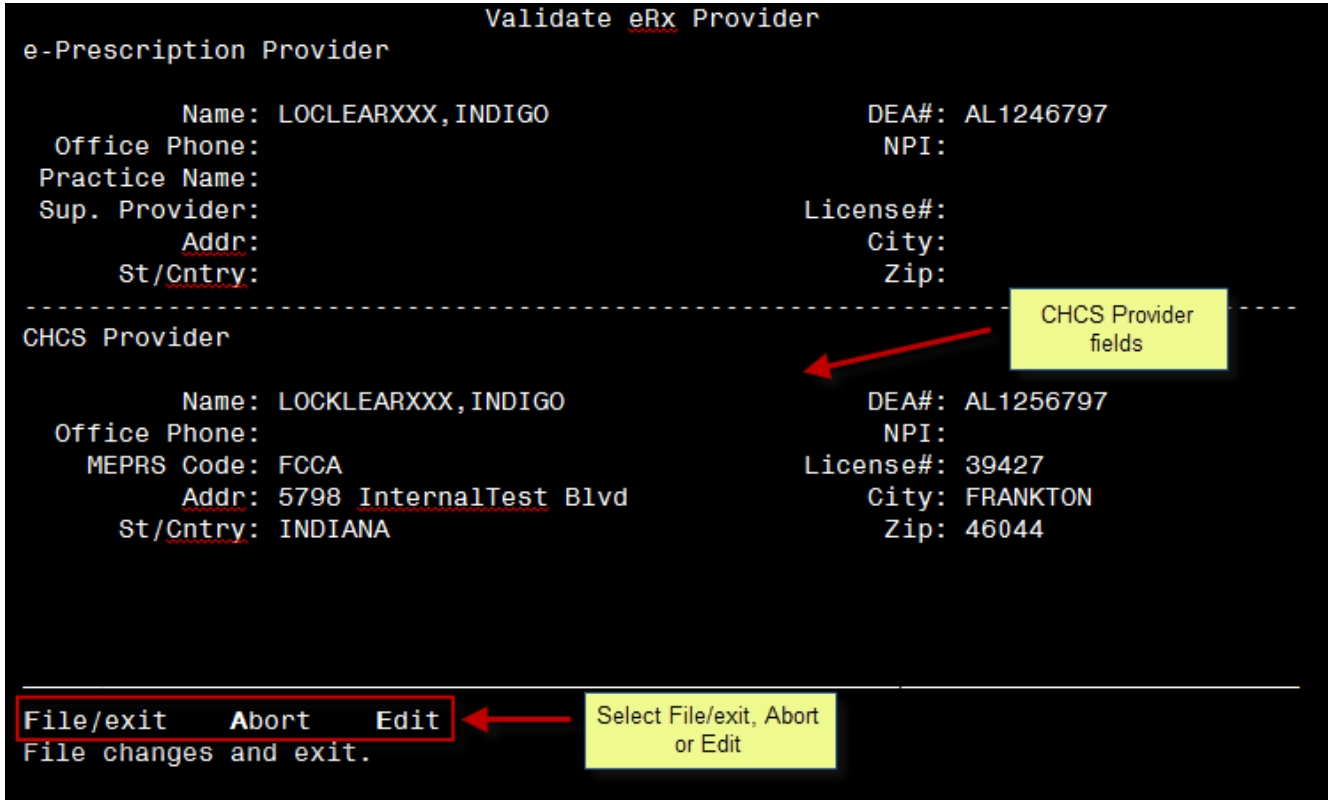
At the Name prompt within the CHCS Provider section of the Validate eRx Provider screen, do a provider look-up to find a different matching provider in CHCS. All standard CHCS provider look-up methods can be used (Name, Provider ID #, SSN, etc.)



eRx Training
e-Prescription Processing – Validate Provider

Validate Provider – Provider Match Not Found

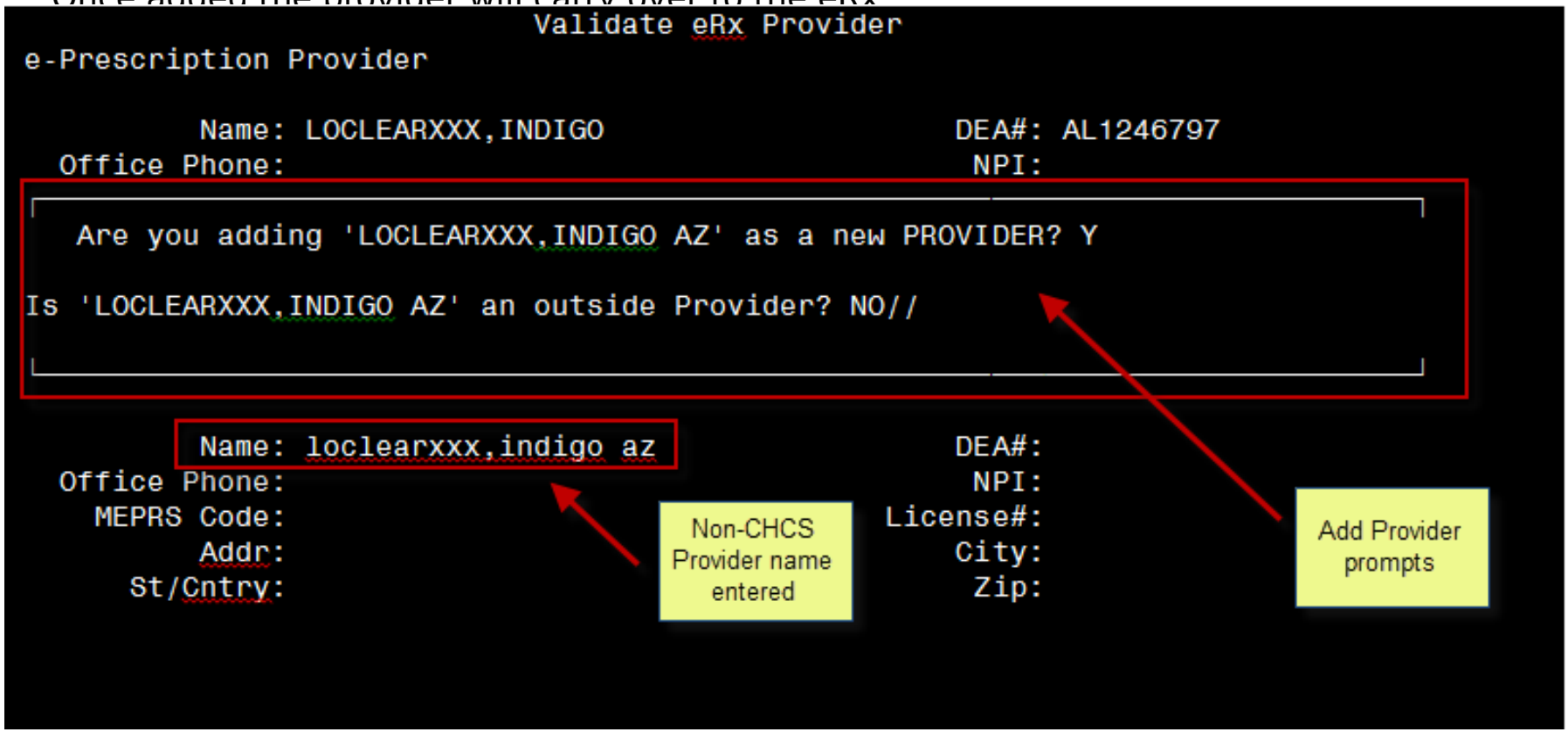
After selecting a CHCS provider, the CHCS provider fields are populated. Complete the provider validation process by selecting **File/exit**.



eRx Training
e-Prescription Processing – Validate Provider

Validate Provider – Add New Provider

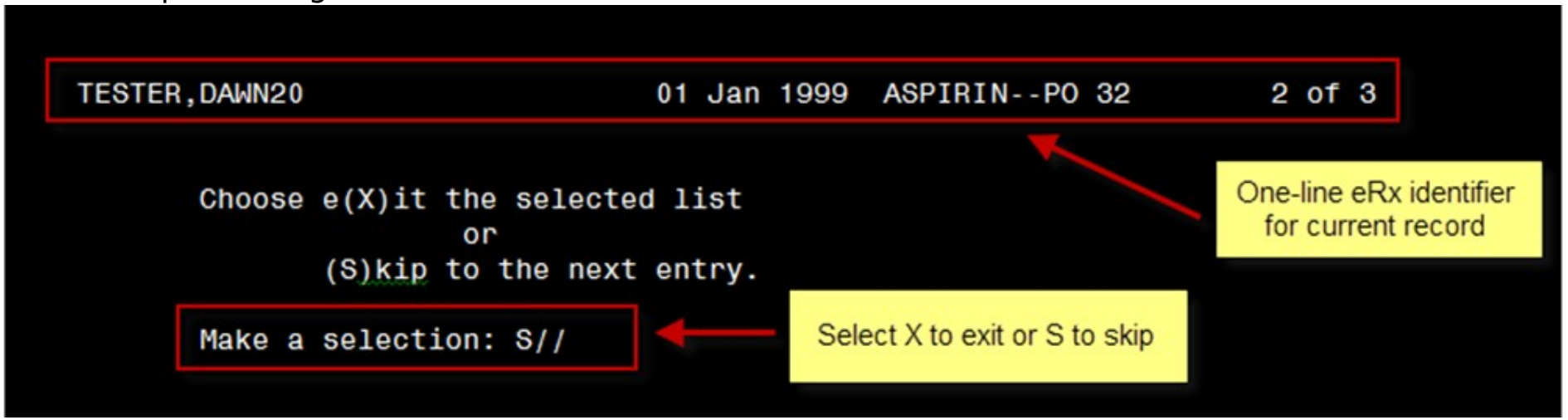
- During the provider validation process, pharmacy personnel can add a new provider.
- Once added the provider will carry over to the eRx



eRx Training
e-Prescription Processing – Abort
Validate Multi-Select

When multiple eRxs are slected and the user enters “^” or presses <F10> then selects Abort from the action bar, the user can choose to:

- eXit – return back to the holding queue without removing the current eRx and the remaining selected eRxs
  - eRxs removed prior to selecting eXit, remain removed and no longer available for processing


TESTER,DAWN20 01 Jan 1999 ASPIRIN--PO 32 2 of 3
Choose e(X)it the selected list
or
(S)kip to the next entry.
Make a selection: S//
One-line eRx identifier for current record
Select X to exit or S to skip

Multi-select functionality

Defense Health Agency

CHCS **Prescription Creation**
(Clinical Checks and Warnings)

eRx Training
e-Prescription Processing – Validate Action

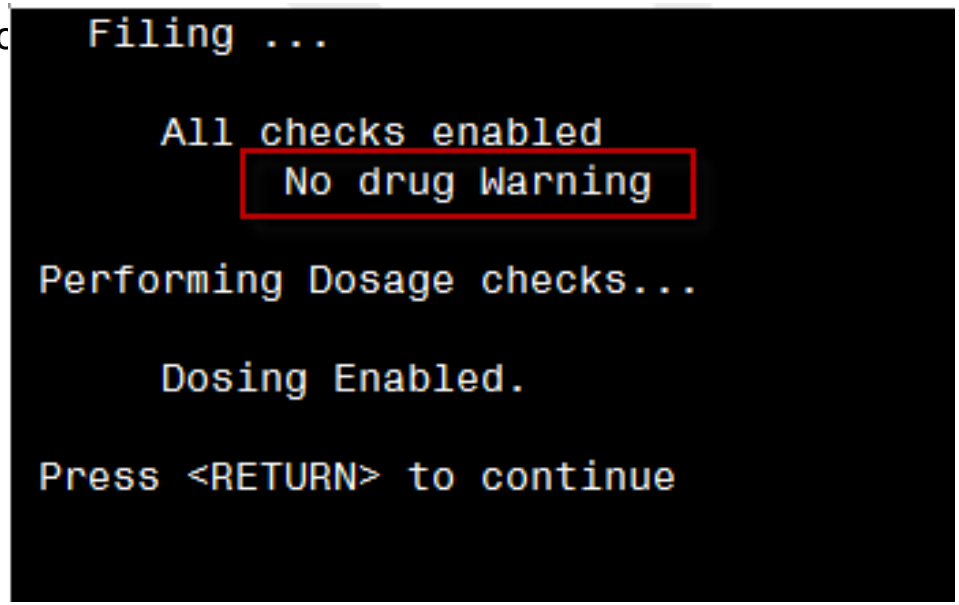
PRESCRIPTION CREATION / CLINICAL SCREENING CHECKS

After you have completed the eRx validation process to validate the Patient, Drug, and Provider:

1. The system creates a CHCS prescription from the eRx and the eRx no longer displays in the eRx Holding Queue.
2. The system performs clinical screening drug checks on the newly created prescription.

If no warnings are found the CHCS prescription is created and the prescription is placed in SUSPENSE or

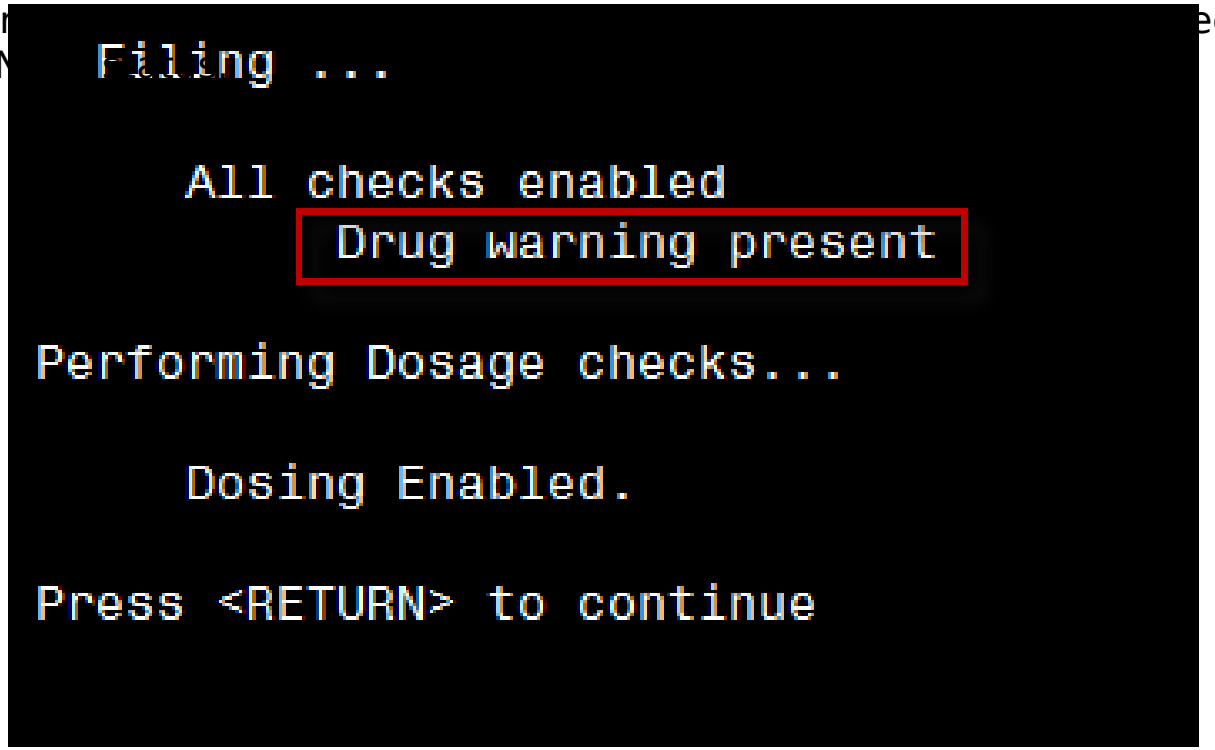
labels printing pro



eRx Training
e-Prescription Processing – Validate Action

If clinical warnings exist, and the user is authorized to override warnings, the user can continue with the override process per current CHCS functionality.

If the user ed in a WARN



eRx Training – Workflow Process

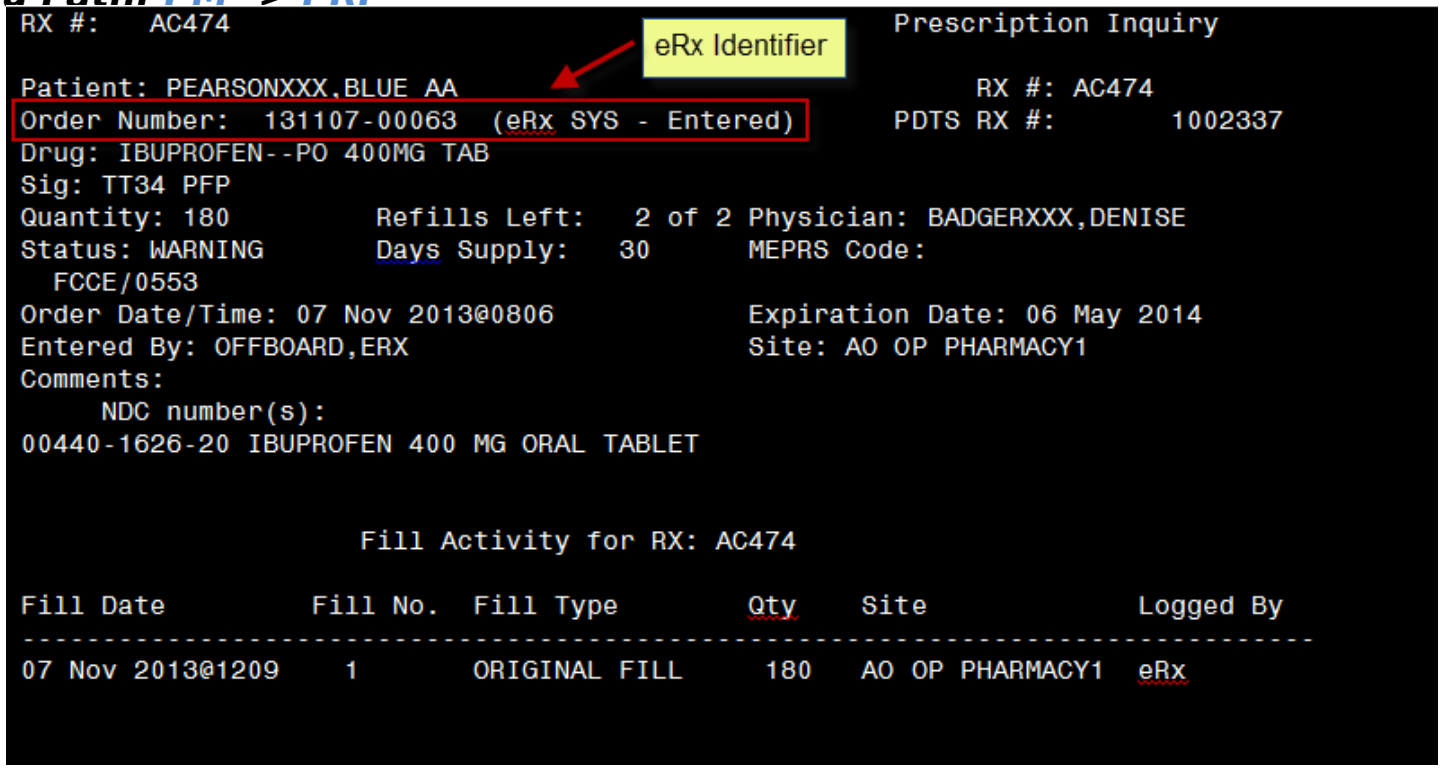
Viewing a prescription within CHCS that was created from an eRx.

eRx Training

e-Prescription Processing – eRx Identifier in Prescription Inquiry

- When viewing a patient's prescription in the Prescription Inquiry (PRI) option, an indicator will display next to the Order Number indicating it was generated from an e-prescription and whether the prescription was auto-created (eRx SYS – Entered) or validated by a pharmacy user (eRx PHR – Entered).

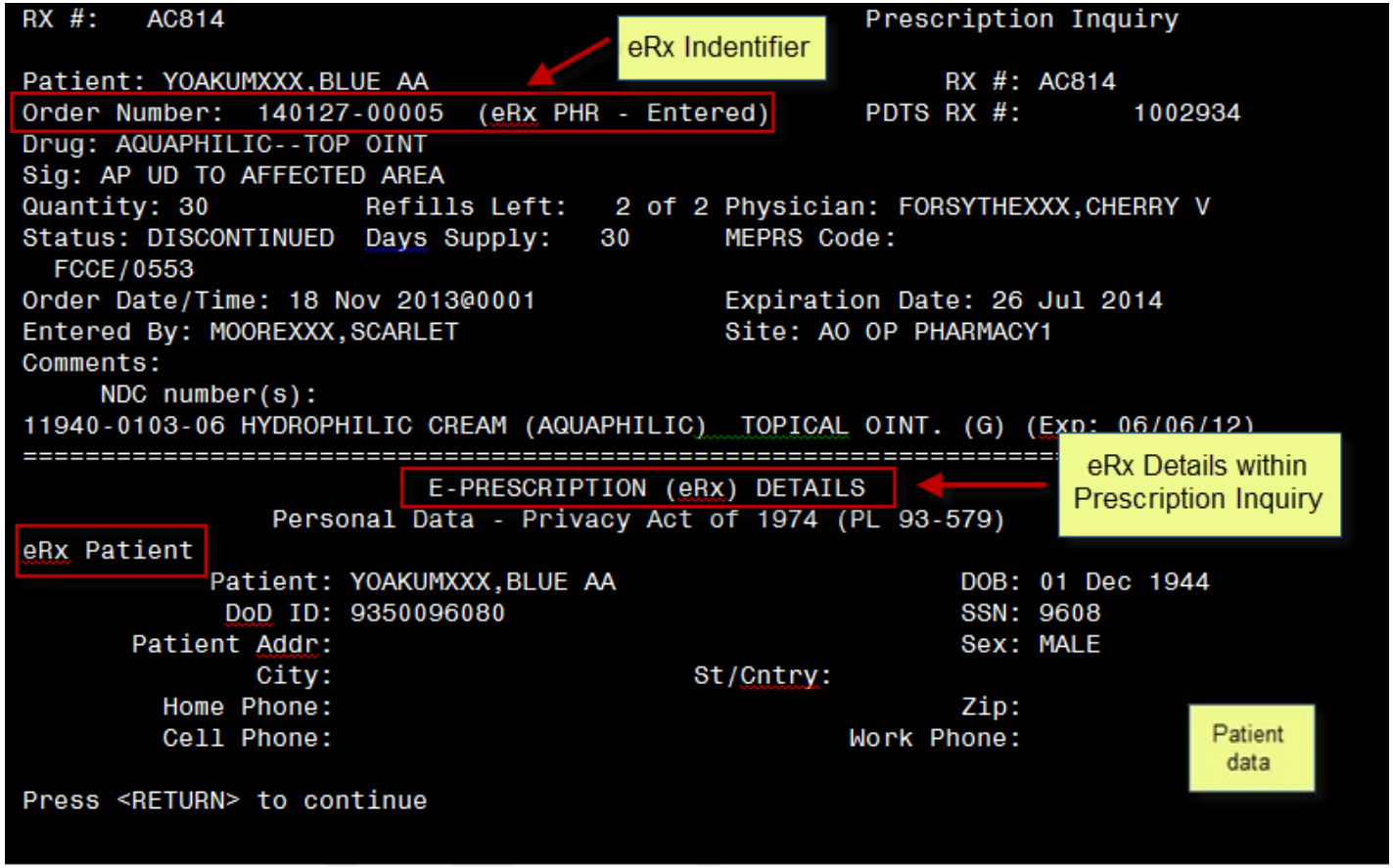
Menu Path: PM -> PRI



eRx Training

e-Prescription Processing – eRx Identifier in Prescription Inquiry

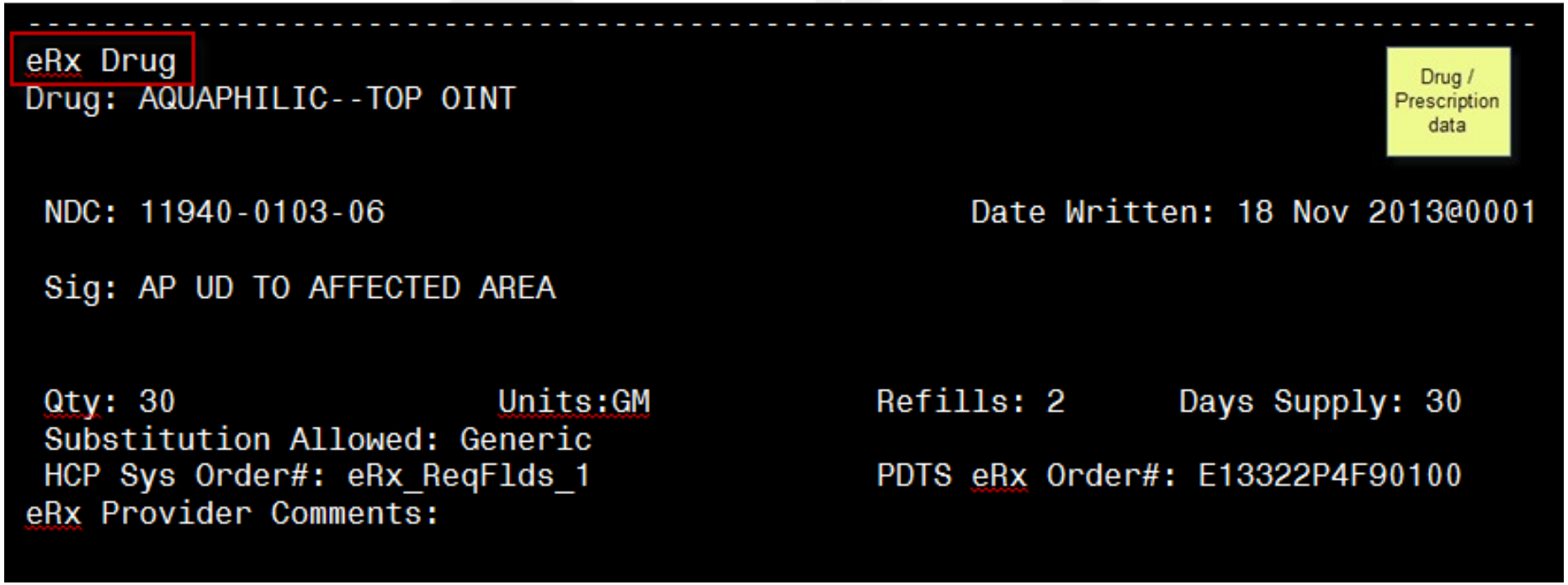
For all eRxs that have been made into a CHCS prescription - information for the patient, drug, provider and originating pharmacy displays before the Activity Logs.



eRx Training

e-Prescription Processing – Prescription Inquiry

Defense Health Agency



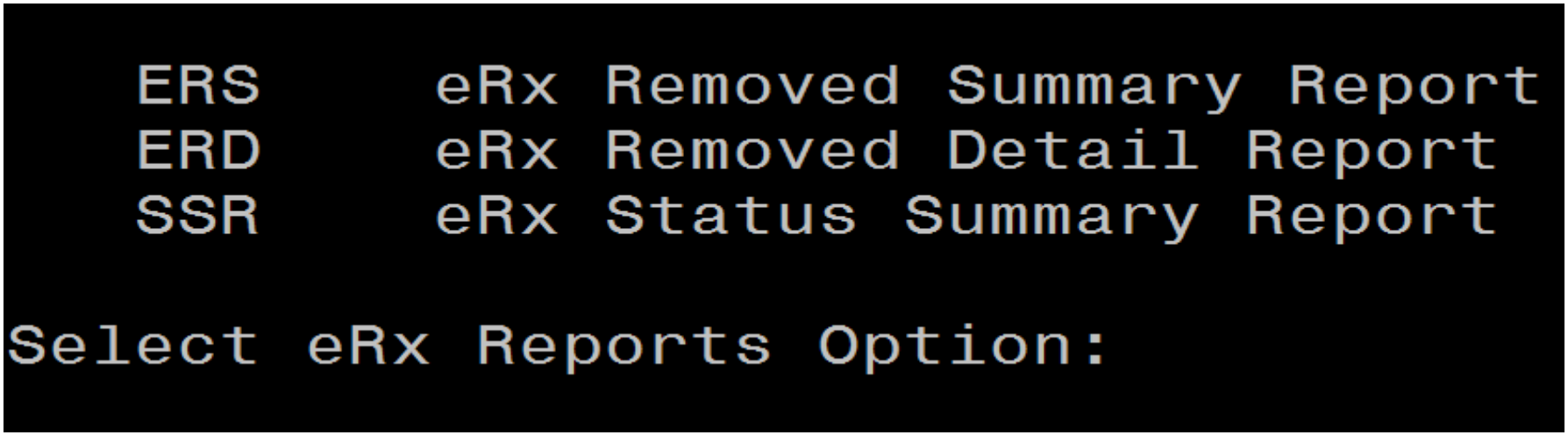
eRx Reports

eRx Training – Reporting Function

Menu Path: PSM > PRM > OPR > EPR

The eRx Reports (EPR) menu option will allow a user to select from the following reporting functions:

- **eRx Removed Summary Report (ERS)**
- **eRx Removed Detail Report (ERD)**
- **eRx Status Summary Report (SSR)**



eRx Training – Reporting Function

eRx Removed Summary Report (ERS) - displays or prints a summary of the eRxs removed from the Holding Queue.

The user is prompted to select their desired eRx pharmacy site and to enter a date range based upon **the eRx received date**. The user can then prompt a return for all eRxs received within that **data range** or limit the report, searching by either **patient** or **provider name**.

```
ARMY OUTPATIENT DIVISION                                                    06 Feb 201491118  Page 1
                                        eRx Removed SUMMARY REPORT
                                    From: 08 Dec 2013 Through: 06 Feb 2014
                                   Search By: PATIENT  Site: AO OP PHARMACY1

POTS eRx Order #     Patient                 Date of Birth Drug                Provider              Received Date
-------------------------------------------------------------------------------------------------------------------
E14003N5560000       GADSONXXX,BLUE AC       01 Dec 1960  LEVOFLOXACIN(LEVAQUI LELANDXXX,PINK        03 Jan 201491021
E14003N55E0000       GADSONXXX,BLUE AC       01 Dec 1960  ACETANINOPHEN (TYLEN LELANDXXX,PINK        03 Jan 201491021
E13315L0210000       LAHRXXX,RED AA          12 Dec 1960  PHENYTOIN SODIUM EXT FORSYTHEXXX,XXX        23 Dec 201391226
E14002070E0000       LORENZXXX,BLUE AA       01 Dec 1960  ZANTAC 150MG TABLET   MOOREXXX,SCARLET      02 Jan 201491648
E13322P0620000       TESTER,DAHN             23 Mar 1960  ACETANINOPHEN 500MG  FORSYTHEXXX,XXX        23 Dec 201391026
E13322P0620000       TESTER,DAHN             23 Mar 1960  TYLENOL PM--PO TAB   BADGERXXX,DENISE      03 Feb 201491705
E13322P4F90100       YOAKUMXXX,BLUE AA       01 Dec 1944  SIMVASTATIN--PO 10MG FORSYTHEXXX,XXX        27 Jan 201491448
E13322P4F90100       YOAKUMXXX,BLUE AA       01 Dec 1944  CYCLOBENZAPRINE--PO  FORSYTHEXXX,XXX        04 Feb 201491653
                                              **** END OF REPORT ****
 Press <RETURN> to continue:
```

eRx Training – Reporting Function

eRx Removed Detail Report (ERD) - displays or prints a summary of the eRx information sent by the provider for an eRx that has been removed from the holding queue. The user is asked to provide a **patient name**, **received date**, or a **provider name**.

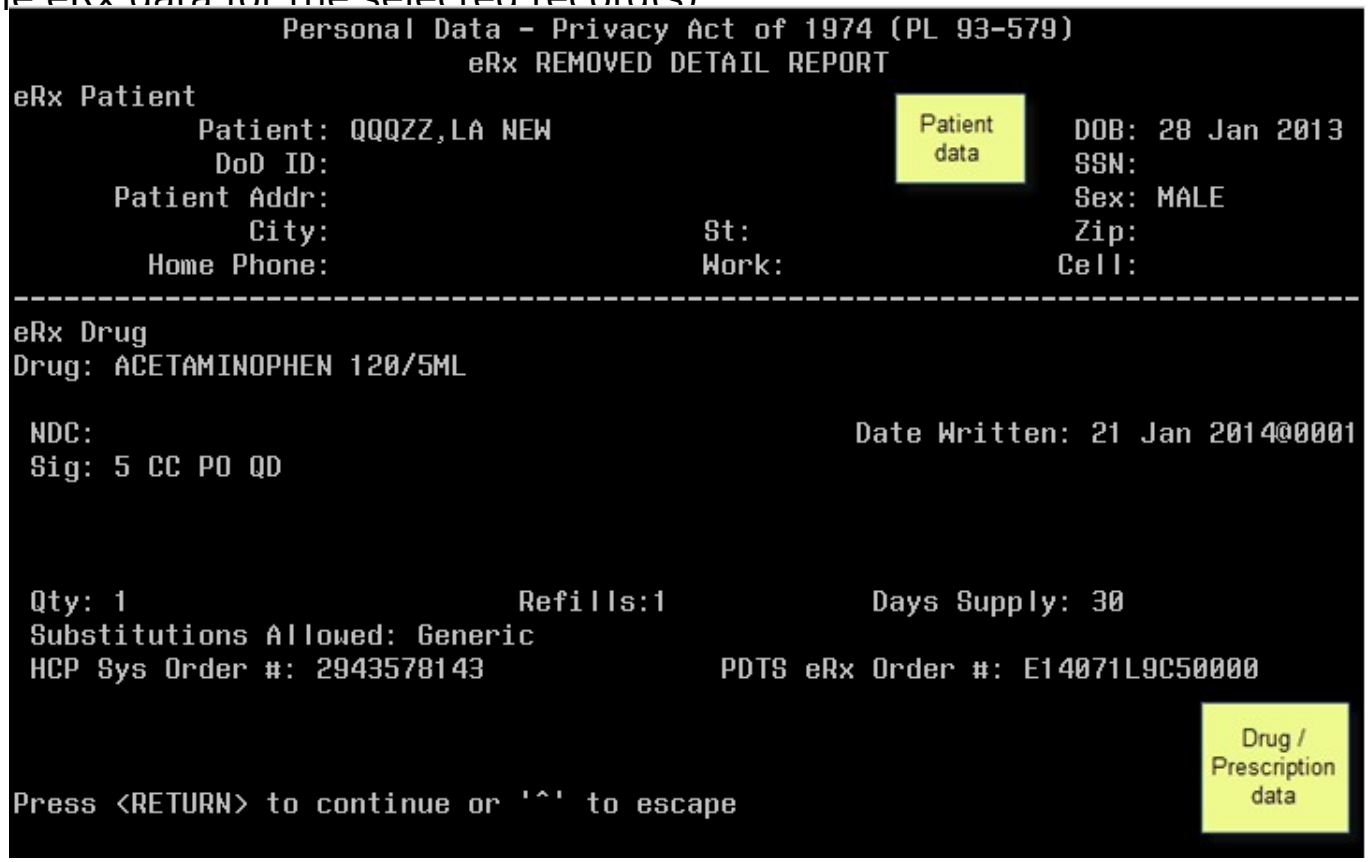
```
   ERS    eRx Removed Summary Report
   ERD    eRx Removed Detail Report
   SSR    eRx Status Summary Report

Select eRx Reports Option: erd  eRx Removed Detail Report
              eRx REMOVED DETAIL REPORT
Only prescriptions which meet the selected criteria will appear on this report.
Select eRx Prescription entry: qqqzz
     1   QQQZZ,LA NEW  12 Mar 2014@0841  QQQZZ,LA NEW
         DREW,JAMES
     2   QQQZZ,LA NEW  12 Mar 2014@0843  QQQZZ,LA NEW
         DREW,JAMES
     3   QQQZZ,LA NEW  18 Mar 2014@0943  QQQZZ,LA NEW
         DREW,JAMES
     4   QQQZZ,LAB  18 Mar 2014@0942  QQQZZ,LAB
         RIGG,
     5   QQQZZ,LAB BABY  11 Mar 2014@0917  QQQZZ,LAB BABY
         SOULIERE,CHARLES
Type '^' to stop, or
Choose 1-5:
```

eRx Training – Reporting Function

eRx Removed Detail Report (ERD)

After selecting a matching record, the **Select eRx Prescription entry** prompt displays again. Continue selecting eRx records and press ***Enter*** at the prompt when finished to display the eRx data for the selected record(s).



eRx Training – Reporting Function

Defense Health Agency

eRx Removed Detail Report (ERD)

```
                Personal Data - Privacy Act of 1974 (PL 93-579)
                          eRx REMOVED DETAIL REPORT

Provider Comments:



--------------------------------------------------------------------------------
eRx Provider
                  Name: DREW,JAMES                              DEA #: BD2366424
          Office Phone:                                           NPI: 1013068634
         Practice Name:
Supervising Provider:                                  License #:
                  Addr:
                  City:                      St:                 Zip:
--------------------------------------------------------------------------------
                   eRx Pharmacy: DOD BREMERTON ERX (TEST)
   CURRENT Dispensing Pharmacy: DOD BREMERTON ERX (TEST)
--------------------------------------------------------------------------------
Reason for removing this eRx from the queue:
 'OTHER'
'Other' DESCRIPTION: removal of test pt erx
--------------------------------------------------------------------------------

Press <RETURN> to continue or '^' to escape
```

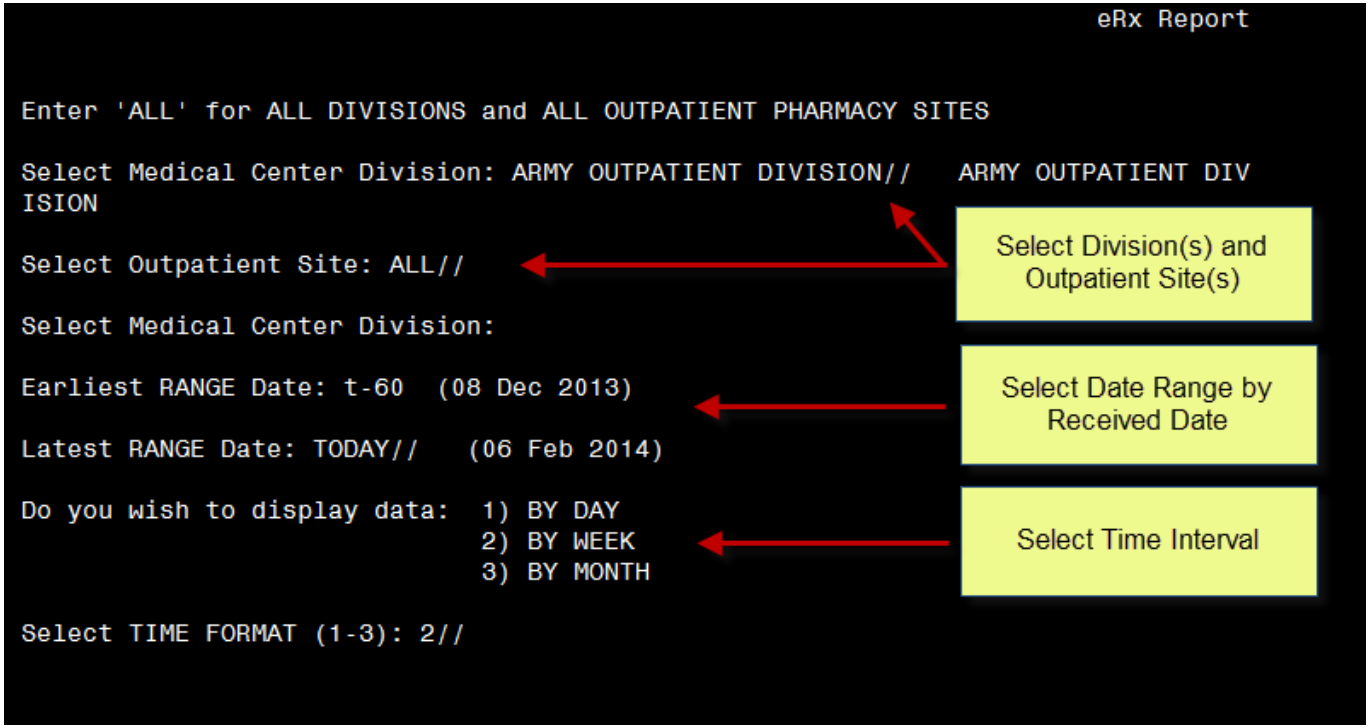
Provider data

Pharmacy data

eRx Training – Reporting Function

eRx Status Summary Report (SSR) - displays or prints a summary of eRxs by status for a specified time interval (for example by day, week or month) based on eRx received date. Statuses include **Expired**, **Matched**, **Pending**, **Removed**, and **Verified.**

The user is prompted to select there desired eRx pharmacy site and to enter a date range based upon **the eRx received date**. The user can then display the date by day, month or week.


eRx Report
Enter 'ALL' for ALL DIVISIONS and ALL OUTPATIENT PHARMACY SITES
Select Medical Center Division: ARMY OUTPATIENT DIVISION// ARMY OUTPATIENT DIV
ISION
Select Outpatient Site: ALL//
Select Medical Center Division:
Earliest RANGE Date: t-60 (08 Dec 2013)
Latest RANGE Date: TODAY// (06 Feb 2014)
Do you wish to display data: 1) BY DAY
2) BY WEEK
3) BY MONTH
Select TIME FORMAT (1-3): 2//
Select Division(s) and Outpatient Site(s)
Select Date Range by Received Date
Select Time Interval

eRx Training – Reporting Function

eRx Status Summary Report (SSR) -all eRxs that were received within the selected date range will be included. **For example**: if an eRx was received on 01 April 2014, the count for that eRx will only be included on the report if the date range includes 01 April 2014. The status of the eRx at the time the report is run determines which status column receives the count for that eRx.

ARMY OUTPATIENT DIVISION 13 Feb 2014@1532 Page 1

eRx Status Summary Report
From: 15 Dec 2013 Through: 13 Feb 2014
By: WEEK Site: AO OP PHARMACY1

Date Range	#EXPIRED	#MATCHED	#PENDING	#REMOVED	#VERIFIED	TOTAL
15 Dec - 21 Dec 2013	0	1	0	0	2	3
22 Dec - 28 Dec 2013	0	6	0	5	25	36
29 Dec - 04 Jan 2014	0	4	0	1	2	7
05 Jan - 11 Jan 2014	0	1	0	0	2	3
12 Jan - 18 Jan 2014	0	6	0	0	23	29
19 Jan - 25 Jan 2014	0	0	2	3	10	15
26 Jan - 01 Feb 2014	0	1	0	4	3	8
02 Feb - 08 Feb 2014	0	2	2	6	1	11
09 Feb - 13 Feb 2014	0	1	2	2	0	5
Site Totals:	0	22	6	21	68	117

Defense Health Agency

Topics to think about
Lessons Learned

eRx Implementation – Pre- "Go-Live" Activities

- Begin eRx End User Training
- Reports from PASS on which practices write most paper Rxs
  - Use report to determine which practices to market to first
- Outreach - contact non-MTF provider practices
  - Slide deck starter template available
- Determine where in CHCS eRxs will go (which virtual CHCS pharmacy)
  - eRx Fax Machine
- Software Installed on your CHCS Host (default is "OFF")
- Pharmacy User turns functionality "ON" – MUST BE in coordination with PASS
  - PASS Publishes Pharmacy eRx info to ePrescribing world
- Market to Patients and all providers

eRx Implementation – Pre- "Go-Live" Activities

- Publish Formulary to non-MTF Providers
  - Mitigate receipt of non-formulary medications
  - Recommend publishing your MTF formulary via the Enterprise Formulary Tool (Currently Lexicomp)
    - This tool exists as part of the DoD enterprise contract, available at no additional cost to any MTF
      - Creates searchable tool and PDFs
      - Posted to your MTF website and downloadable to mobile devices (e.g., Smartphone, iPhone®, etc.)
    - For questions or more information, contact the DHA, POD (POC: Henry Gibbs, email: henry.gibbs@dha.mil)

Lesson Learned

- Medications with more than one brand name
- Medications marked as controls (sildenafil)
- Compounded medications
- Check the error queue

Defense Health Agency

Questions?

eRx Training
Table A-1 Acronyms and Abbreviations

Acronym	Definition
CHCS	Composite Health Care System
DAW	Dispense as Written (flag)
DEA	Drug Enforcement Agency
DHA	Defense Health Agency
DHCS	Defense Health Clinical Systems
DOB	Date of Birth
DoD ID	Department of Defense Identifier
EHR	Electronic Health Record
eRx	Electronic Prescribing (functionality)
eRx	Electronic Prescription
HCP	Health Care Provider
HSG	Health Solutions Group
ID	Identifier
MTF	Military Treatment Facility
NDC	National Drug Code
NPI	National Provider Identifier
PATCAT	Patient Category
PDTS	Pharmacy Data Transaction Service
PHI	Protected Health Information
PHR	Pharmacy
PII	Personally Identifiable Information
PMO	Program Management Office
POD	Pharmaceutical Operations Division
PRN	Prescription Dosage Instructions, As Needed; Pro re nata
SSN	Social Security Number
TMA	TRICARE Management Activity (previous name for DHA)